



# Cherokee Path for Professionals

## Organizational Management Certificate

*Grounded in Cherokee values. Designed for nonprofits and tribal programs on the Qualla Boundary*

**Free Management Training:**  
Manage your organization for greater growth!

**Free Informational Luncheon: January 20, 2017**

**Qualla Arts & Crafts Cooperative**

Space is limited. Please RSVP by 01/15: Email [crpanther@hotmail.com](mailto:crpanther@hotmail.com)  
or leave a message at 828-352-8029

<p><b>Leading from the Heart: The Cherokee Way – 02/07/17</b> <i>Juanita Wilson, Director of EBCI Snowbird and Cherokee Co Services</i></p>	<p>Learn the traditional Cherokee practice of selfless leadership. This leadership approach allows for more creativity and less conflict in the workplace. It is based on accepting the different values and beliefs of both your staff and your clients, and then utilizing this awareness to improve operations. Gain practical skills such as how to manage your own emotional negativity.</p>
<p><b>Super Supervision – 02/21/17</b> <i>Greg Walker Wilson, Walker Wilson Consulting</i></p>	<p>Do you want to manage your staff with less effort and better results? This course teaches you to coach your employees to better results using the most effective leadership styles and clear communication. You will learn how to develop the operational practices that allow you to hire and train the right people for the job. You'll also learn how to cultivate a positive and productive work environment that helps you retain your best employees.</p>
<p><b>Creating WOW Experiences for your Customers, Clients, or Constituents – 03/14/17</b> <i>Russ Seagle, Executive Director, Sequoyah Fund</i></p>	<p>Your organization relies on attracting and retaining customers to keep your revenues growing. Learn the best ways to win quality customers, deal with complaints, and create lasting customer relationships. Understand how to provide the best customer experience possible to keep them coming back for life.</p>
<p><b>Roadmaps and Rivers: Strategy, Planning and Adaptability – 03/28/17</b> <i>Beth Trigg, Taproot Consulting</i></p>	<p>Learn how successful organizations create strategy and adapt to rapid change; learn effective approaches to planning, key tools for setting strategic direction, and methods to measure progress and continuously improve programs and services.</p>

**Earn your Organizational Management Certificate  
in just three sessions!**

*Certificate enrollees must complete three workshops  
but are encouraged to take all four*

Certificate enrollees receive 1-hour coaching sessions  
after each workshop and a certificate of completion after three sessions

\*All courses will be held at the Chestnut Tree Inn from 9AM to 1PM and include lunch.  
Reference materials will be provided for you to use in your workplace.