

ESC Volunteer Training Program

Executive Service Corps' mission is to *make nonprofits successful*.

Almost 200 ESC consulting experts, accomplished business leaders and professionals trained specifically to work with nonprofit organizations, volunteer their energy and expertise to give back in a meaningful way to the community they care about.

ESC Training Vision

Consultants will be trained to deliver consistent, high quality engagement results and state-of-the-art consulting services to meet the needs of ESC clients.

The training curriculum at the ESC will provide superior education and create an environment of continuous learning in order to guarantee first-class solutions to its nonprofit clients.

What training does ESC do?

(All training delivered by volunteers; overseen by one staff member.)

17 classroom training opportunities.

Required training for all consultants:

Orientation

ESC & Nonprofit 101

Consulting Skills

Tech Tools

Facilitating Small Workgroups

Advanced Consulting Training (ACT): Board Development/Strategic Planning/FundRaising

The Consultant as Coach

Continuing Education for all consultants (at least one/year required):

4 - Professional Development Meetings (various current topics)

12 - Practice Group Sessions – Board Development, Strategic Planning, Coaching, Human Resources, Fund Development, Engagement Management

3 – Faculty meetings for instructors

2 – Specialty areas: Coach/Mentor, Leadership Transition Management

ESC Faculty Goals and Objectives

(Sample)

	What will be done	Who	When	Status @ 6/30/15
A	<i>Resources needed by consultants will be easily accessible and updated regularly.</i>	Dir of E & L + Faculty	Dec 31	Written into our tactics this year. ESC Consulting Intern has created a thorough inventory of the entire Member Lounge. A standardized form has been created to gather input from Consultants (PGLs & EMs) for resource updates. It will be distributed at the Practice Group Leader (PGL) meeting on July 14th and all input will be due back to Dir of E & L by August 15th. Dir of E & L will present proposed Member Lounge plan at November Faculty meeting.
A. 1	Conduct an inventory of current resources.	VP of Cons + Intern	Done	
A. 2	Survey consultants to develop a list of those resources not in our inventory	Dir of E & L	Aug 15	
A. 3	Develop an interface design to make the resources easily accessible.			

A. 4	Develop and implement a process for maintenance of the resources.			
B	<i>Establish an Engagement Manager (EM) Practice Group.</i>	Dir of E & L	Done	An Engagement Manager Practice Group Steering Committee has been created with 6 members. The Committee met on June 3rd and will be sending a survey out to all EMs (by July 30) to assess their needs to be addressed at the EM Refresher that will be held later this year.

ESC FACULTY CHARTER

- I. Purpose
 - a. The Faculty:
 - i. Ensures that all ESC consultants have the skills and knowledge they need to provide top quality consulting services for ESC clients;
 - ii. Provides all ESC consultants with continuing education opportunities to keep their skills and knowledge current; and
 - iii. Provides training to faculty members in optimal course development and delivery.

- II. Membership
 - a. The Faculty shall be made up of its leadership, Practice Leaders, and selected trainers from all practices of ESC.

- III. Faculty Leadership
 - a. The Faculty shall select a Dean to serve a two year term, coinciding with the calendar year. The Dean shall ensure that the faculty:
 - i. Delivers quality training and continuing education (CE)
 - ii. Evaluates training effectiveness
 - iii. Updates training on a timely basis
 - iv. Schedules training to meet the needs of new consultants
 - v. Provides continuing education opportunities
 - vi. Conducts Faculty training classes in instruction methodology
 - vii. Develops new courses as needed
 - viii. Recruits new faculty as required
 - ix. Develops and implements appropriate training protocols, guidelines and procedures.

 - b. The Dean:

- i. Collaborates with Practice Leaders, Engagement Managers, Consultants and the ESC Vice President of Consulting regarding strategic issues as they relate to training of consultants;
- ii. Conducts faculty meetings in a professional and efficient manner;
- iii. Selects an Assistant Dean to serve for a two year period and act for the Dean as needed; and
- iv. Designates a Secretary who shall:
 1. Issue a meeting notice at least one month in advance of each meeting
 2. Issue an agenda at least ten days in advance of each meeting
 3. Keep and distribute minutes of all Faculty meetings within five days of each meeting

IV. Practice Group Leaders shall:

- a. Bring current information and practice information to the practice group on a timely basis
- b. Share new practice developments with other faculty/consultants
- c. Hold periodic practice group meetings as needed
- d. Provide competent faculty members to deliver training
- e. Review and revise courses in a timely manner

V. Faculty Members shall:

- a. Stay current with developments in their area of expertise
- b. Review and improve their skills in developing and delivering training

VI. Meetings

- a. The Faculty shall meet at least twice per year

Faculty Member Volunteer Job Description

POSITION DESCRIPTION

The Faculty Member position collaborates with Practice Group Leaders and works with Practice Group members, other faculty members and ESC staff.

RESPONSIBILITIES

To develop and deliver training that imparts the knowledge, skills and tools which enable ESC consultants to assist our clients in improving their organization's management, governance, performance and operating results.

- Participate in faculty meetings.
- Develop and revise quality training programs which build knowledge and skills of ESC volunteers.
- Facilitate learning in a professional manner by stimulating class discussion and ensuring understanding of the content by the class participants.
- Remain current on the issues related to the classes being taught.

QUALIFICATIONS

- Skilled at facilitation.
- Current knowledge of course content.
- Enthusiasm for teaching and learning.

Practice Group Leader Volunteer Job Description

POSITION DESCRIPTION

Each Practice Group will be a team of active consultants who will ensure that ESC Faculty/consultants will be able to stay current with trends, new business developments, resources and practices in their major consulting area.

RESPONSIBILITIES

- Ensures that publications and resources, print and electronic, are regularly reviewed for currency and relevancy, either on their own or with the aid of other consultants, while maintaining time for active consultancies.
- Shares new developments with other faculty/consultants assigned to that discipline with comments and applicable recommendations.
- Schedules, plans the content, and prepares the deliverables for periodic practice group meetings, including finding appropriate speakers for sharing the latest developments in area(s) of interest.
- Works with staff to periodically review/update resources on the website to ensure that information provided is relevant, current, and includes the useful tools consultants have created.
- Communicates and/or meets with faculty/consultants as needed via conference calls, training sessions, practice groups, or other means.

QUALIFICATIONS

- Currently an active ESC consultant.
- Trained and experienced in the consulting area s/he is leading.
- Has leadership ability; works well with groups.
- Stays current within the practice area.
- Communicates well.
- Technical proficiency.
- Proactive in motivating the consultants.

Dean of Faculty Volunteer Job Description

POSITION DESCRIPTION

The Dean of Faculty is responsible for assuring that quality training and continuing education is available and delivered to all consultants by well-trained faculty. The Dean works with faculty leaders, practice group leaders, and ESC staff. The term of Deanship is a 2 year term.

RESPONSIBILITIES

- Set the tone and pace for a cohesive faculty working together to provide training and continuing education opportunities for ESC consultants.
- Ensure that timely updates are made by faculty in each course to keep them current and aligned with effective practices.
- Oversee development of new courses as needs are identified, adhering to standards set by ESC.
- Ensure that training schedules reflect the needs of the new consultants.
- Ensure that practice groups provide continuing educational opportunities for consultants.
- Develop faculty training classes to help faculty expand their training delivery skills as well as their leadership within their individual disciplines to provide for expansion and new concepts.
- React to issues in a timely manner.
- Report to Vice President of Consulting of ESC.
- Conduct faculty meetings on a timely basis.
- Be responsible for agenda and timely minutes from the faculty meetings.

QUALIFICATIONS

This position requires an individual who has a broad knowledge and sense of ESC, where it was, where it is at present, and where it needs to be in the future consistent with the strategic plan of ESC.

- Ability to work with groups of people, large and small.
- Be an initiator, open to new ideas, with a sense of humor.
- Analytical and problem solving aptitudes.
- Willing to try to understand, and have respect for, others.
- Technical proficiency.