



Administrative Personnel Association

CERTIFICATION COUNCIL

HANDBOOK

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Certification Council

Description

The Certification Program is the core of the Administrative Personnel Association (APA). It allows for members to gain expertise in all fields associated with their position within the Presbyterian Church. The National Certification Council regulates all courses offered by APA. The National Certification Council is required to approve all courses offered in all APA regions. The National Certification Council meets as a group to make recommendations and vote on certification matters. The National Certification Council submits a report of their proceedings to the National Executive Committee for approval.

The Administrative Personnel Association will offer certification to members of the National Association of Church Business Administration (NACBA), Christian Educators, APCE or any other Presbyterian Continuing Education Program. The Certification Council will review transcripts to determine appropriate level of certification on an individual basis. The National Certification Chair, the National Certification Vice-Chair and the Regional Certification Chair will review transcripts for each individual. APA Membership fee and appropriate certification fees will be required.

Members

The National Certification Council consists of the National Chair, the National Vice-Chair, the Regional Certification Chairs and the Regional Vice-Chairs.

Terms of Office

National Certification Chair

- ❖ Will be appointed by the National President during the even years for a two year term
- ❖ Term is eligible for renewal if requested by current National President
- ❖ May serve a maximum of four years consecutively

National Certification Vice-Chair

- ❖ Will be appointed by the National President in consultation with the National Certification Chair during the odd years for a two year term
- ❖ Term is eligible for renewal if requested by current National President and National Certification Chair
- ❖ May serve a maximum of four years consecutively

Regional Certification Chair

- ❖ Will be appointed by the Regional President during the even years for a four year term
- ❖ Term is eligible for renewal if requested by current Regional President
- ❖ May serve a maximum of eight years consecutively

Regional Certification Vice-Chair

- ❖ Will be appointed by the Regional President in consultation with the regional certification chair during the odd years
- ❖ Will be appointed two years before end of current chairs' term, if possible

POSITION RESPONSIBILITIES

NATIONAL CERTIFICATION CHAIR (NCC)

GENERAL

- ❖ Will have voice but vote only in tie situations
- ❖ Will be a member of the National Executive Committee and the National Executive Board
- ❖ Will approve courses offered at all regional conferences and one-day seminars before brochures are finalized and distributed; to be submitted by the Regional Certification Chair.
- ❖ Will report annually to the Office of the General Assembly by June 1st the names of members certified in the past year
- ❖ Will notify the Office of Vocation Liaison at the PC(USA) when changes are made to the certification program
- ❖ Will write the annual report for the national conference registration packets
- ❖ Will maintain certification application records submitted from the Regional Chairs
- ❖ Will hold electronic meetings throughout the year and Vice-Chair will prepare minutes of said meetings
- ❖ Will contact appropriate representative of PC(USA) if notified that Presbytery recognition for a certified member has not been accomplished after a reminder letter has been provided
- ❖ Will provide guidance and feedback in determining the future of APA
- ❖ Will request up-to-date certification lists from all regional certification chairs by December 31st
- ❖ Will immediately provide all records to the new Chair at the end of the term as National Certification Chair

NATIONAL CONFERENCE

- ❖ Will request any certification recommendations prior to the national annual meeting from the Regional Certification Chairs and the APA Executive Board
- ❖ Will request, prior to the national annual meeting, names of regional certification chairs or their representative who will be in attendance
- ❖ Will present certificates and appropriate level pin to individuals completing certification at the national banquet
- ❖ Will coordinate the certification meeting held at the national annual conference and prepare all necessary documents
- ❖ Will report to the National Executive Committee at the national annual meeting
- ❖ Will approve and track all courses offered at each National Conference to avoid duplication
- ❖ Will assist RCC with the sign-in sheets and attendance during the national conference

NATIONAL CERTIFICATION VICE-CHAIR (NCVC)

- ❖ Will have voice and vote
- ❖ Will be a member of the National Executive Committee
- ❖ Will be responsible for annual updates to the certification handbook
- ❖ Will be responsible for annual updates to the certification brochure
- ❖ Will serve as National Certification Chair in the absence of the appointed chair
- ❖ Will serve as recording secretary for the National Certification Council, which includes electronic meetings
- ❖ Will submit articles to the APA website with certification updates

REGIONAL CERTIFICATION CHAIR (RCC)

GENERAL

- ❖ Will have voice and vote
- ❖ Certification Chairs should prepare a binder and include the following:
 - Brochures from National & Regional Conferences
 - Certification Council List
 - Policy & Procedures
 - Regional Minutes
 - National Minutes
 - Certification Council Minutes
 - Certification Handbook with course descriptions
- ❖ Records for an individual member should include:
 - Certification Application
 - Certification fee Paid
 - APA dues current (Should be provided by your Regional President/Treasurer)
 - Listing of member's course attendance for certification
- ❖ Will constantly look for ways to improve the Certification Program of APA
- ❖ Will create one course description or improve an existing one yearly
- ❖ Will maintain records on all regional members enrolled in the certification program
- ❖ Will send a copy of the Certification Application to the National Certification Chair and the required certification fee to the National Treasurer with a copy of the application form within 10 days after receipt
- ❖ Will notify the Presbytery in writing within 30 days of certification of anyone receiving any level of certification requesting that the member be recognized by the Presbytery by sending a letter of recognition.
- ❖ Will annually communicate with members to ensure recognition at the Presbytery level was completed. If a member has not been acknowledged during the certification year, a second, reminder letter should be sent.
- ❖ If there is no response or recognition within two months after the reminder letter has been sent, the regional chair should contact the National Certification Chair for the next appropriate step.
- ❖ Will annually provide a copy of the certification record to all members to ensure the information is accurate and settle any discrepancies

- ❖ Will annually send electronic certification records of their regional members to the National Certification Chair and to the APA Office Manager
- ❖ Will coordinate the approval of courses offered outside APA with the NCC. Be certain they are applicable and qualify under our course titles, leadership requirements and course hours for credit. A copy of the course outline will be required along with a copy of the certificate of completion.
- ❖ Will submit pertinent information for course approval to the NCC for any one-day workshops offered by your regional chapter and/or presbyteries.
- ❖ The gold seal and certification pins are held at the National Office.
- ❖ Will provide a list of all regional members who were certified to the NCC at the end of the year (12/31)
- ❖ At the end of your term as Regional Certification Chair, **immediately** provide all your records to the new Chair. Notify the National Certification Chair of the name, address phone number and email address of the new Regional Chair.

REGIONAL CONFERENCE

- ❖ Will serve as a member of the regional conference planning committee to assist in course recommendations and selection of course leaders
- ❖ Will post conference information to the APA website
- ❖ Will be responsible for providing and collecting sign-in sheets for all courses offered at the regional conference or when hosting the National Conference
- ❖ Will submit copies of conference attendance sheets to NCC immediately following all Regional Conferences/Seminars and will keep originals indefinitely
- ❖ Will provide a certification report at the annual regional business meeting
- ❖ Will provide all certification materials for members at the annual regional business meeting
- ❖ Will present at the banquet certificates and appropriate level certification pins to members completing certification
- ❖ Will mail a “Member Confirmation Letter” to each attendee at the Regional Conference to confirm the courses taken and number of credits earned; letter will be signed by the Regional President and Regional Certification Chair.

NATIONAL CONFERENCE

- ❖ Will attend the Annual Certification Council Meeting held at the National Conference
- ❖ Will submit names of members to be certified at the National Conference to NCC by June-15th
- ❖ Will be notified by the National Office Manager of National Conference attendees no later than two weeks after the conference registration deadline
- ❖ Will complete a proxy form and fax to the NCC by June 1st if circumstances arise that you cannot attend the National Meeting

REGIONAL CERTIFICATION VICE CHAIR (RCVC)

- ❖ Will have voice only and no vote
- ❖ Will assist in the transition when chair rotates off and serve as a back up to the Chair
- ❖ Will gain an understanding of the Certification Council Handbook and all applicable forms immediately
- ❖ Will attend at least one National Conference prior to taking office as Certification Chair
- ❖ Will constantly look for ways to improve the Certification Program of APA
- ❖ Will submit recommendations to the NCC by June 1st for vote at the National Conference
- ❖ Will assist RCC in the creation or revision of one course description yearly
- ❖ Will assist the RCC to coordinate the approval of courses offered other than at APA conferences with the NCC. Be certain they are applicable and qualify under our course titles, leadership requirements and course hours for credit. A copy of the course outline will be required along with a copy of the certificate of completion.
- ❖ Will assist the RCC in the maintenance of member certification records for all regional members enrolled in the certification program.
- ❖ Will assist RCC with the annual update of certification records of all members to ensure the information is accurate and settle any discrepancies
- ❖ Will assist in the creation of newsletter articles for either National or Regional Newsletters

MEMBER RESPONSIBILITIES

- ❖ Submit a Certification Application when beginning each level along with the required fee to your regional certification chair
- ❖ Maintain your own record of courses you take to ensure accuracy with your regional chairs records. A form is provided to assist you with your record keeping.
- ❖ APA dues must be current during the entire certification process to receive course credit.
- ❖ You must be present the entire time during a course to receive credit and sign-in on the official sheets provided at a conference. Please remember to initial the attendance form after breaks!
- ❖ If you choose to attend a seminar outside of APA and want APA credits, you **must** get approval from your RCC prior to registering for the seminar and provide a copy of the seminar outline and, if approved, a copy of the certificate of completion.
- ❖ A List of Certification Chairs is available on the website at <http://www.pcusa-apa.org>
- ❖ All courses may be taken as an elective unless it is a core course for the level of certification you are currently working on. You will only receive credit once for courses in your current level of certification.

OTHER INFORMATION

BOARD OF PENSIONS

The Board of Pensions supports the Administrative Personnel Association by providing educational programs. Contact the Director of Education one year in advance at 800-773-7752 ext. 7225 for

scheduling for Regional/National Conferences. All courses taught by the Board of Pensions are APA approved for elective credit.

COURSE INSTRUCTORS

The following persons will serve as instructors for certification courses:

- ❖ Seminarians/Seminary Graduates
- ❖ Certified Christian Educators
- ❖ Those with expertise in specific business related fields
- ❖ Level III certified APA member*
 - *Those not certified at Level III, may be approved on a case by case basis if determined by both Regional Certification Chair and National Certification Chair that the person has expertise in this specific field.

COURSE STUDY LOCATIONS

With prior approval from the Regional Certification Chair, courses for certification may be taken at any of the following:

- ❖ On Campus Study
Seminaries of Austin, Columbia, Louisville, Pittsburgh, Princeton, San Francisco and the Presbyterian Seminary of the West.
- ❖ Presbytery, Synod or Agency Sponsored Seminar (see guidelines, pages 74-75)
- ❖ Opportunities to complete one level of certification will be offered every three years in conjunction with the APA National Conference beginning in 2009.

CRITERIA FOR TRANSFERRING CREDITS FROM OTHER PRESBYTERIAN ORGANIZATIONS

- ❖ Member's current dues and applicable certification fee are paid
- ❖ The applicant must submit a list of courses and course descriptions for which they are seeking transfer credit. This information will be reviewed by their APA region's Certification Chair and the National Certification Chair.
- ❖ No more than 7.5 hours of credit will be given for core courses if transferred courses are completely comparable.
- ❖ No more than 12.5 hours of credit will be given for elective courses taken if transferred courses are comparable and job-related.

MEMBERS IN ARREARS

- ❖ Members in arrears are required to pay current year dues to continue their certification process and their dues in arrears must be paid prior to certification being awarded.
- ❖ Members whose dues are three years in arrears will be dropped from the listing in the GA Directory

MEMBER INSTRUCTOR CREDIT

- ❖ An APA member who teaches an APA course will receive the equivalent hours for teaching plus an equal number for the preparation of the class. The preparation credit is received one-time only.

ONLINE COURSE WEBSITES

The websites listed below are recommended for taking online courses for certification credit:

- ❖ www.gclearnfree.com

OUTSIDE APA SEMINAR CREDIT

- ❖ APA will allow a limit of 10 hours of outside course study to be applied toward each level of certification. The course must be applicable to your current or future job responsibilities and must be approved by the Regional and National Certification Chair prior to registration of the course/seminar. Provide the Regional Certification Chair with a copy of the course/seminar brochure and a copy of the certificate of completion.

CERTIFICATION PROGRAM

2009

Please note: When you are within ten hours of completion of your current level, you may begin study in the next level.

Level I

Core Courses	
Church History	5 hours
Office Administration – Part I	2.5 hours
Polity I	5 hours
*Spiritual Growth and Discipline	2.5 hours
Theology – Christian Perspectives of the Church	5 hours
Total Core Hours	20 Hours
Total Elective Hours	20 Hours
Total Hours Required	40 Hours

Level II

Core Courses	
Directory for Worship	2.5 hours
Legal Matters	2.5 hours
Office Administration – Part II	2.5 hours
PC(USA) History Since Reunion	5 hours
Polity II	2.5 hours
*Spiritual Growth and Discipline	2.5 hours
Total Core Hours	17.5 Hours
Total Elective Hours	27.5 Hours
Total Hours Required	45 Hours

Level III

Core Courses	
Book of Confessions	2.5 hours
GA Entities	2.5 hours
Polity III	2.5 hours
**Safety in the Workplace	2.5 hours
*Spiritual Growth and Discipline	2.5 hours
Total Core Hours	12.5Hours
Total Elective Hours	37.5Hours
Total Hours Required	50 Hours

**The Elective Courses of Angelology, Biblical Interpretation I and II, Christology I & II, Pneumatology and The Books called The Apocrypha (each 2.5 hours) may be used to fulfill the 2.5 hour requirement of Spiritual Growth and Discipline for any level.*

***The Elective Course of Personal Safety may be used to fulfill the 2.5 hour requirement of Safety in the Workplace for Level III.*

ELECTIVE COURSES BY CATEGORY

ADMINISTRATIVE SKILLS

Assertiveness Skills	(2.5 Hours)
Basics of Project Management	(2.5 Hours)
Business Letter Writing	(2.5 Hours)
Coaching and Mentoring Skills in Successful Leadership	(2.5 Hours)
Conflict Management	(5 Hours)
Dealing with Difficult People	(2.5 Hours)
Designing for Communication	(5 Hours)
Developing Professionalism	(2.5 Hours)
Effective Meeting Minutes	(2.5 Hours)
Essentials of Budgeting	(2.5 Hours)
Financial Planning	(2.5 Hours)
Financial Reporting	(2.5 Hours)
Going Green in the Church Office/Guide to Going Carbon Neutral	(2.5 Hours)
Grammar, Punctuation and Spelling	(2.5 Hours)
How To Run A Meeting	(2.5 Hours)
How To Plan An APA Conference	(2.5 Hours)
Intra-Staff Relationships	(2.5 Hours)
Newsletters and Bulletins	(2.5 Hours)
Organizing Your Space	(2.5 Hours)
Parliamentary Procedures	(2.5 Hours)
Personnel Issues	(2.5 Hours)
Presenting Your Church/Organization to The Public: Marketing	(2.5 Hours)
Problem Solving Through Communication	(5 Hours)
Records Management in the Computer Age	(2.5 Hours)
Risk Management	(2.5 Hours)
Sexual Harassment	(2.5 Hours)
Stewardship Programs/Capital Fund Campaigns	(2.5 Hours)
Supporting the "Executive Staff"	(2.5 Hours)
The Church & Persons with Disability	(2.5 Hours)
The Church Office Guide to Copyright Law	(2.5 Hours)
Time Management	(2.5 Hours)
Writing and Improving Your Electronic Communication	(2.5 hours)

MISCELLANEOUS

Better Photography with Digital or 35mm Camera	(2.5 Hours)
Creating a Pictorial Directory	(2.5 Hours)
Hymnology	(2.5 Hours)
Public Speaking	(2.5 Hours)
The Art of Calligraphy	(2.5 Hours)

PC (USA)

Church/Presbytery/Synods In Transition	(2.5 Hours)
Giving to Presbytery, Synod and General Assembly	(2.5 hours)
Inclusive Vs. Exclusive Language	(2.5 Hours)
Presbyterian 101	(2.5 Hours)
Presbyterian 102	(2.5 Hours)
Presbyterian Foundation	(2.5 Hours)

PERSONAL CARE

Dilemma of Plateauing	(2.5 Hours)
Emotional Mastery	(2.5 Hours)
Healthy Lifestyles	(2.5 Hours)
How to Deal with Aging Parents and Work Full Time	(2.5 Hours)
Living With Grief	(2.5 Hours)
Pastoral Care for Self and Others	(2.5 Hours)
Personal Investing	(2.5 Hours)
Personal Safety	(2.5 Hours)
Stress Management	(2.5 Hours)
So You Want To Retire.....Now What?	(2.5 Hours)

SPIRITUAL STUDIES

Angelology (Doctrine of Angels and Demons)	(2.5 Hours)
Bible History – Old Testament	(2.5 Hours)
Biblical Interpretation I	(2.5 Hours)
Biblical Interpretation II	(2.5 Hours)
Christology I: Doctrine of the Person of Jesus Christ	(2.5 Hours)
Christology II: Doctrine of the Work of Jesus Christ	(2.5 Hours)
Interim Ministry	(2.5 Hours)
Liberation Theology	(2.5 Hours)
Ministry of Reconciliation	(2.5 Hours)
Pneumatology: The Person and Work of the Holy Spirit	(2.5 Hours)
The Books Called “The Apocrypha”	(2.5 Hours)
Women’s Experience in the Church	(2.5 hours)

TECHNOLOGY TOOLS

Advanced Html/Xhtml	(2.5 Hours)
Beginning Html/Xhtml	(2.5 Hours)
Computer Hardware	(2.5 Hours)
Mastering The Internet	(2.5 Hours)
Microsoft Access	(5 Hours)
Microsoft Excel	(5 Hours)
Microsoft Power Point	(5 Hours)
Microsoft Publisher	(2.5 Hours)
Microsoft Word	(2.5 Hours)
Quickbooks Beginners	(2.5 Hours)
Quickbooks Advanced	(2.5 Hours)
Web Design And Graphics	(5 Hours)

ADMINISTRATIVE PERSONNEL ASSOCIATION COURSE DESCRIPTIONS FOR CERTIFICATION PROGRAM LEVEL I

The following descriptions are to be used as a Guideline for Teaching the required courses for accreditation for Certification in Church Administration by the Administrative Personnel Association. APA is related to the PC(USA) through the Office of Vocation (a joint office of the General Assembly Council and the Office of the General Assembly) and the Book of Order. Certified members of APA are listed annually in the minutes of the General Assembly, Book II and the Directory.

CHURCH HISTORY (5 hours)

Overview

This course will trace the church back to its beginnings in the 4th Century. It will cover the domination of specific religions and demonstrate how the PC (USA) evolved.

Suggested Topics to Cover

- Church beginnings in the 4th Century
- Division of Greek Speaking and Latin Speaking Branches
- Presbyterians in Europe, Scotland, Ireland, England, Wales
- Martin Luther
- John Calvin
- John Knox
- The Presbytery
- First American Presbytery 1706
- The General Synod
- General Assembly Organized
- The Plan of Union
- One Church becomes Four
- Southern Presbyterian Church
- United Presbyterian Church of North America
- College of New Jersey (Princeton)
- Rev. John Witherspoon
- PC (USA) formation
- Presbyterian Church in America
- Cumberland Presbyterian Church
- Associate Reformed Presbyterian Church

Resources

Leith, John H.

[An Introduction to the Reformed Tradition](#), John Knox, 1977.

Loetscher, Lefferts A.

[A Brief History of the Presbyterian](#), Westminster Press, 1978.

OFFICE ADMINISTRATION – PART I (2.5 hours)

Overview

This course will cover many of the basics of an office.

- Professional Attitudes - positive attitude about your work and those around you.
- Maintaining a professional attitude in all situations
- Communications - verbal and written
- Good listening skills - the need to development and implement
- Accountability - Have a clear line of responsibility - to whom, for what, who has priority?
- Proofreading - the best methods to use
- Personnel issues - position description, position evaluation and review process
- Negative reviews - how to process this
- Office Procedures Manual - explain duties, procedures, deadlines and examples
- Public relations - Provide a pleasant environment in which to work and in which people who visit will be comfortable.
- Deadlines - how to set and enforce them
- Prioritize your work

POLITY I (5 hours)

Overview

This course will look at the divisions of the Book of Order Presbyterian Church (USA). It will provide a study of specific sections which concern our government and how it works.

Suggested Topics to Cover

- Preliminary Principles
- Great Ends of the Church
- Constitution Defined
- Church and its Mission
- Unity of the Church
- Diversity and Inclusiveness
- Governing Bodies
- Committees and Commissions
- Summary of Structures
- The Presbytery
- The Synod
- Ecumenical Relationships
- Church Union
- Union Churches
- Union Governing Bodies
- Amendments
- Confessional Documents

SPIRITUAL GROWTH AND DISCIPLINE (2.5 hours)

Overview

This course will provide ideas on personal spiritual growth in a structured manner.

Suggested Topics to Cover

- **General**
 - Devotionals at the office or home
 - Private time in the home for a disciplined program
 - Centering Prayer
 - Prayer Phrases/Mantras
 - Meditation
 - When to Meditate
 - Praying the Scriptures
 - Scripture Reading (Lectio Divina)
 - Labyrinth
 - Creating a spiritual environment
 - Circle of Sensibility
- **Self-Assessment Categories**
 - Spiritual Discipline
 - Life Enhancement
 - Personal Involvement
 - Financial Involvement
 - Outreach Ministries
 - Christian Knowledge
- **Ways to build fellowship and spiritual growth**
 - Connect with local agencies
 - Focus on spiritual maturity
 - Provide special gift opportunities
 - Send personal gift opportunities
 - Conduct a prayer fellowship
- **Forms of Meditation**
 - Art and Soul
 - Passages
 - Poetry
 - Spirit Songs
 - Spiritual Reading
 - Spirituality of Place
 - Yoga

Resources

DelBene, Ron. The Breath of Life, Nashville: The Upper Room, 1992
Edwards, Tilden. Living in the Presence
Holmes, Urban III. A History of Christian Spirituality, 1980

THEOLOGY - CHRISTIAN PERSPECTIVES OF THE CHURCH (5 hours)

Overview

This course will provide insight into Reformed Theology, many dogmas of faith and specific Christian doctrines.

Suggested Topics to Cover

- Faith and Grace
- Sin and Salvation
- Holy Spirit
- The Bible – Testaments, Translations, Presbyterian Practice
- Life as a Christian
- Working in a Christian setting – the disillusion and blessings
- What God is like
- What we believe as Christians
- Christ interpreted by culture, Bible and by man
- The authority of Scripture
- The doctrine of Sin
- What is Reformed Theology?
- What do we believe as a Church?

Resources

Leith, John H. [An Introduction to the Reformed Tradition](#), John Knox, 1977
Guthrie, Shirley C., Jr., [Christian Doctrine](#), John Knox Press, 1968

ADMINISTRATIVE PERSONNEL ASSOCIATION COURSE DESCRIPTIONS FOR CERTIFICATION PROGRAM LEVEL II

The following descriptions are to be used as a Guideline for Teaching the required courses for accreditation for Certification in Church Administration by the Administrative Personnel Association. APA is related to the PC(USA) through the Office of Vocation (a joint office of the General Assembly Council and the Office of the General Assembly) and the Book of Order. Certified members of APA are listed annually in the minutes of the General Assembly, Book II and the Directory.

DIRECTORY FOR WORSHIP (2.5 hours)

Overview

This course will provide a description of the parts of Worship, corporate and personal, as described in the Directory for Worship.

Suggested Topics to Cover

- Dynamics, elements and ordering of Christian worship
 - Language of worship
 - Prayer
 - Sacraments
 - Ordering worship for special purposes
 - Worship and personal discipleship
 - Discipline of daily personal worship
 - Scripture in personal worship
 - Worship in families
 - Worship within the community of faith
 - Worship in the church of the world
 - Proclamation and evangelism
 - Worship as praise
 - Book of Common worship
-

LEGAL MATTERS (2.5 Hours)

Overview

This course will provide legal information that is common in all church organizations.

Suggested Topics to Cover

- Taxes (pastor and lay payroll, non-profit status, property/sales/etc., use of property)
- Use of personal information (photos, addresses, etc. in newsletter, website, etc.)
- HIPAA policies and the church (prayer lists, visitation teams, etc.)
- Wills
- Trusts
- Estates
- Power of Attorney (Financial and Medical)
- Independent Contracts
- Federal Tax Exemption
- Litigation basics
- Confidentiality
- Donors
- Clergy-penitent privilege

OFFICE ADMINISTRATION – PART II (2.5 hours)

Overview

This course covers situations which face many in the work place.

- Advantages of using a planning or checklist program for tracking deadlines, scheduled work, etc.
- Staff meetings - purpose, who needs to attend, etc.
- Maintaining a master calendar
- Vacation times, special office meetings and financial deadlines
- Future plans/events for church/presbytery/synod and how to plan for these
- Coordinating the office workload
- Working with staff relations/personnel committees.
- How to develop them if they are not in place
- Developing personnel policies (Use PCUSA guidelines)
- Disaster preparedness - in church crisis; external crisis, etc.
- Make appointments when possible. Do you establish a Closed Door Policy or Open Door Policy?
- How to terminate your visits with persons
- Understanding the "volunteer role" or committee members and volunteer staff.

PC (USA) HISTORY SINCE REUNION (1983) (5 hours)

Overview

In 1983, the UPCUSA and PCUS churches met in Atlanta, GA and voted separately to reunite as of that date. Years had been spent in preparation for that event and several assemblies had been held jointly but separate.

Suggested Topics to Cover

- The Structure of the General Assembly, its units and other Entities
 - The Structure of Presbyteries and Synods and their duties in the newly constituted church
 - The Creeds/Confessions of our new denomination as well as important Policies established since 1983
 - Names of current Stated Clerk, Moderator and other leaders of our Church
 - Rationale for Reunion. What has reunion produced that was impossible without Reunion?
 - Negative aspects of Reunion, i.e., losing churches and membership
 - Other items as deemed necessary by the instructors
 - Leader of this seminar should be “clergy”
-

POLITY II (2.5 hours)

Overview

This course will provide a study of specific sections of the Book of Order that affect positions in the local church, boards, agencies, or governing bodies of Presbyterian Church (U.S.A.).

Suggested Topics to Cover

- Church and Its Members
- Categories, Preparation and Review of Membership
- Church and Its Officers
- Elders, Deacons, Ministers of Word and Sacrament
- Organizing a Church
- Church and Its Property
- The Session
- Session Meetings, Minutes and Records
- Church Finances
- Ordination, Certification and Commissioning
- Seeing administration as ministry and mission
- The Church as a Business
- Theological and Ethical Implications of Church Administration

NOTE: Directory for Worship is a separate course

SPIRITUAL GROWTH AND DISCIPLINE (2.5 hours)

Overview

This course will provide ideas on personal spiritual growth in a structured manner.

Suggested Topics to Cover

- **General**
 - Devotionals at the office or home
 - Private time in the home for a disciplined program
 - Centering Prayer
 - Prayer Phrases/Mantras
 - Meditation
 - When to Meditate
 - Praying the Scriptures
 - Scripture Reading (Lectio Divina)
 - Labyrinth
 - Creating a spiritual environment
 - Circle of Sensibility
- **Self-Assessment Categories**
 - Spiritual Discipline
 - Life Enhancement
 - Personal Involvement
 - Financial Involvement
 - Outreach Ministries
 - Christian Knowledge
- **Ways to build fellowship and spiritual growth**
 - Connect with local agencies
 - Focus on spiritual maturity
 - Provide special gift opportunities
 - Send personal gift opportunities
 - Conduct a prayer fellowship
- **Forms of Meditation**
 - Art and Soul
 - Passages
 - Poetry
 - Spirit Songs
 - Spiritual Reading
 - Spirituality of Place
 - Yoga

Resources

DelBene, Ron. The Breath of Life, Nashville The Upper Room, 1992.
Edwards, Tilden. Living in the Presence
Holmes, Urban III A History of Christian Spirituality, 1980

ADMINISTRATIVE PERSONNEL ASSOCIATION COURSE DESCRIPTIONS FOR CERTIFICATION PROGRAM LEVEL III

The following descriptions are to be used as a Guideline for Teaching the required courses for accreditation for Certification in Church Administration by the Administrative Personnel Association. APA is related to the PC(USA) through the Office of Vocation (a joint office of the General Assembly Council and the Office of the General Assembly) and the Book of Order G-14.0740-G-14.0742. Certified members of APA are listed annually in the minutes of the General Assembly, Book II and the Directory.

BOOK OF CONFESSIONS (2.5 hours)

Overview

This course will study The Book of Confessions of the PC (USA) and explain why it is a part of the constitution.

Suggested Topics to Cover

- History of each confession
- Heresies that inspired the confessions
- Meaning of Confessional
- Similarities among confessions
- Trinity
- Authority of Scriptures
- Holy Spirit's role
- Differences among confessions
- Anti-Roman Catholic rhetoric
- Double predestination
- Historical interpretation of Scripture
- Role of women
- Explanation of banners

References

Rogers, Jack, Presbyterian Creeds, a Guide to the Book of Confessions, Westminster Press, Philadelphia, PA, 1985

GENERAL ASSEMBLY ENTITIES (2.5 hours)

Overview

This course will explain the purpose and function of the General Assembly entities of the Presbyterian Church (U.S.A.).

Suggested Topics to Cover

- Advisory Committees on the Constitution, Litigation, Social Witness Policy
- Advocacy Committees for Racial Ethnic Concerns, Women's Concerns, Children
- Board of Pensions
- Congregational Ministries Division
- Christian Education and Leader Development
- Theology and Worship/Spiritual Formation
- Congregational Ministries Publishing
- Disaster Assistance
- Disability Concerns
- Drug Abuse and Alcoholism
- Environmental Justice
- Evangelism
- General Assembly Council
- Communication
- Human Resources Management
- Office of Information Services
- Legal Services/Risk Management
- Stewardship and Mission Funding
- Mission Initiative: Joining Hearts & Hands Campaign
- Research Services
- Social Witness Policy
- Mission Support Services
- Presbyterian Distribution Service
- Health Ministries
- Institutional Services
- Judicial Process
- Legal Services
- National Ministries Division
- Churchwide Personnel Services
- Evangelism and Church Development
- Racial Ethnic Ministries
- Social Justice
- Women's Ministries & Collegiate Ministries
- Office of the General Assembly
- Stated Clerk Department
- General Assembly Meeting Service
- Communication and Technology
- Constitutional Services
- Ecumenical and Agency Relations
- Presbyterian Historical Society
- Presbyterian Church (U.S.A.) Investment and Loan Program, Inc. (PILP)

- Presbyterian Publishing Corporation
 - Presbyterian Foundation
 - Worldwide Ministries Division
 - Ecumenical Partnership
 - Global Service and Witness
 - People in Mutual Mission
-

POLITY III (2.5 hours)

Overview

This course will provide a study of the sections of the Book of Order of the Presbyterian Church (U.S.A.) that concern the General Assembly, Rules of Discipline, the Judicial Process and a review of any changes since the most recent General Assembly.

Suggested Topics To Cover

- General Assembly
 - General Assembly Council
 - Rules of Discipline
 - Principles of Church Discipline
 - Judicial Process Defined
 - Jurisdiction in Judicial Process
 - Permanent Judicial Commissions
 - Remedial Cases
 - Filing Complaints, trials and Appeals
 - Request For Vindication
 - Censure and Restoration
 - Articles of Agreement
 - A Formula of Agreement
 - About the Presbyterian (U.S.A.) Seal and Its Use
-

SAFETY IN THE WORKPLACE (2.5 hours)

Overview

This course will provide information on general safety procedures encountered in the workplace.

Leadership

The local police/fire department are good resources.

Suggested Topics to Cover

- Workers compensation
 - Work environment
 - Handling of hazardous material
 - Injuries on the job
 - OSHA requirements
 - Discrimination issues
 - Building security and grounds
 - Transportation policies
 - Proper use of equipment
-

SPIRITUAL GROWTH AND DISCIPLINE (2.5 hours)

Overview

This course will provide ideas on personal spiritual growth in a structured manner.

Suggested Topics to Cover

- **General**
 - Devotionals at the office or home
 - Private time in the home for a disciplined program
 - Centering Prayer
 - Prayer Phrases/Mantras
 - Meditation
 - When to Meditate
 - Praying the Scriptures
 - Scripture Reading (Lectio Divina)
 - Labyrinth
 - Creating a spiritual environment
 - Circle of Sensibility
- **Self-Assessment Categories**
 - Spiritual Discipline
 - Life Enhancement
 - Personal Involvement
 - Financial Involvement
 - Outreach Ministries
 - Christian Knowledge
- **Ways to build fellowship and spiritual growth**
 - Connect with local agencies
 - Focus on spiritual maturity
 - Provide special gift opportunities
 - Send personal gift opportunities
 - Conduct a prayer fellowship
- **Forms of Meditation**
 - Art and Soul
 - Passages
 - Poetry
 - Spirit Songs
 - Spiritual Reading
 - Spirituality of Place
 - Yoga

ELECTIVE COURSE DESCRIPTIONS

ADVANCED HTML/XHTML (2.5 hours)

Overview

This course will cover a variety of topics including tables, forms, clickable maps, frames and a discussion about Dynamic HTML. Participants should already be comfortable with basic HTML/XHTML concepts or have previously taken the Beginning HTML/XHTML course.

Suggested Topics to Cover

Table Tags

- Basic Table Tags
- Table Cell Padding and Spacing
- Table Header Tag
- Table Cell Color
- Table Cell Alignment
- Table and Column Width
- Empty Table Cells
- Table Column Span Attribute
- Nested Tables

Form Tags

- About Forms
- Basic Form Tags
- Form Password Input
- Form Reset Button
- Form Check Boxes
- Form Radio Buttons
- Form Pull-Down Menus
- Form Scrollable Menu
- Form Text Areas
- Form Cancel Button
- Form Using Mailto

Graphics Tags

- Transparent Graphics
- Animated Graphics
- Graphic Submit Button
- Image Mapping

Frame Tags

- Basic Frames Tags
 - Frame Target Attributes
 - Frame Design Considerations
 - Good Frame Example
 - Bad Frame Example
 - Dynamic HTML
 - About Dynamic Webpages
 - About Dynamic HTML
 - Dynamic Web Page Tools
-

ANGELOLOGY (DOCTRINE OF ANGELS AND DEMONS) (2.5 hours)

Overview

A description of the history of the doctrine of both good and evil angels is to be expounded from a biblical perspective. This will include identification and understanding of good and evil angels through their unique characteristics and deeds. We will also separate fact from fiction as to angels and to create a trust in, but not excessive fascination with, God's angels; this will include a healthy respect, but neither a fear nor a fascination with, evil angels. We hope to discover the role of the doctrine of angels in carrying out God's plan as well as to understand the limitations and the ultimate destiny of Satan and his servants.

Suggested Topics to Cover

- History of the Doctrine
- Good angels
 - Terminology
 - Their origin, nature and status
 - Their appearance
 - Their capacities and powers
 - Organization
 - Difficult terms
 - Their activities
- Evil angels
 - The status of demonology today
 - The origin of demons
 - The chief of demons
 - Activities of demons
 - Demon possession
 - The destiny of Satan and the demons
- The role of the doctrine of angels

ASSERTIVENESS SKILLS (2.5 Hours)

Overview

This course will provide assertiveness skills for administrative staff personnel.

Suggested Topics to Cover

- Assertiveness listening
- Nonverbal assertiveness
- Elements of nonverbal behavior
- Negotiation & communication in meetings
- Controlling the agenda
- Time to think
- Developing assertive body language
- Understanding & asserting your rights
- Challenging & changing negative and destructive internal dialogue
- Assessing external resources & self-help strategies
- Simple assertive techniques & exercises
- Benefits of Assertiveness Training
- Reduced interruptions at work
- Able to manage colleagues & friends effectively
- Enjoy a more balanced lifestyle
- Increased work effectiveness & productivity

BASICS OF PROJECT MANAGEMENT (2.5 Hours)

Overview

Gain the confidence you need to take a project from conception to completion with efficient skills in scheduling, budgeting and planning.

Suggested Topics to Cover

- Defining project management
 - Planning and controlling projects
 - Meeting project objectives
 - Solving project problems
 - Managing time and priorities
 - Learning from each project
 - Coordinating work done by others
 - Improving communication skills
-

BEGINNING HTML/XHTML (2.5 hours)

Overview

This course is intended for those interested in creating a basic homepage. Participants will learn how to create their own page using the HTML, XHTML and a variety of tools and will explore some of the elements that distinguish a good page from a bad one.

Suggested Topics to Cover

Basic HTML Tags

- Minimal HTML Tags
- HTML Comment Tags
- About Tag Attributes
- Background and Text Color
- Line Breaks
- Preformatted Text
- Horizontal Rules
- Text alignment
- Tag Etiquette

Font Tags

- Bold, Italic, Sizing, coloring Typeface
- Special Characters

List Tags

- Ordered Lists
- Unordered Lists
- Definition Lists
- Nested Lists

Linking Tags

- About Links
- Link Colors
- Linking to a Web Site
- Linking within a File
- Linking to Email

HTML Graphics

- Color Schemes
- Background Graphics
- Background Textures

- Displaying a Graphic
 - Image Spacing Attributes
 - Using a Graphic as a Link
-

BETTER PHOTOGRAPHY WITH DIGITAL OR 35mm CAMERA (2.5 hours)

Suggested Topics to Cover

- How to take better photographs with your camera.
 - How to eliminate back lighting, shadows, red eye, blurred pictures.
 - How to store photographs on your computer.
 - What to watch for when taking photographs – things hanging on the wall that can cause something to look like it is growing out of their head or ear.
 - How to arrange a group for a photo.
-

BIBLE HISTORY - OLD TESTAMENT (2.5 Hours)

Overview

This course will touch briefly on the Bible and The Old Testament. Instructor will determine which version of the Bible to use for the class.

Suggested Topics to Cover

Introduction to the Bible – origin, purpose, unity, content

Old Testament

- The Book
 - Abraham's People: 18th – 13th Century BC
 - Moses and Exodus
 - The Torah: 1000-400 BC
 - Joshua, Judges, Samuel and Kings: 11th – 8th Century BC
 - Isaiah, Jeremiah and Ezekiel: 8th – 6th Century BC
 - Historical Books (story of children of Israel)
 - Prophetic Books (prophets castigate Israelites)
 - Poetic Works (Psalms to Song of Solomon)
-

BIBLICAL INTERPRETATION I (2.5 Hours)

Overview

“The Scriptures are the source of our faith, our worship, our church government, and our witness in the world. Teaching God’s people the Bible story and how to interpret Scripture with knowledge, integrity and skill requires teachers and preachers who are thoroughly grounded in the Scripture.” Pittsburgh Theological Seminary. This course is designed to provide Presbyterians with knowledge and skills that will enable them to gain a basic understanding of the contents of the Bible and a familiarity with resources for interpreting the Bible.

Suggested Topics to Cover

- Reformed affirmation about scriptures
- Textual criticism
- The Art of Translating English editions
- Biblical interpretation resources
- The Gospels - compare and contrast

Suggested readings:

The Book of Confessions, Louisville, KY: Office of the General Assembly, PCUSA
Fee. Gordon D. and Douglas Stuart, *How to Read the Bible for All It’s Worth*, Grand Rapids, MI: Zondervan Publishing House [any edition]
Hayes, John H. and Carl R. Holladay, *Biblical Exegesis: A Beginner’s Handbook*, rev. ed. Louisville, KY: Westminster John Know Press, 2007

BIBLICAL INTERPRETATION II (2.5 Hours)

Overview

“The Scriptures are the source of our faith, our worship, our church government, and our witness in the world. Teaching God’s people the Bible story and how to interpret Scripture with knowledge, integrity and skill requires teachers and preachers who are thoroughly grounded in the Scripture.” Pittsburgh Theological Seminary. Building on skills developed in Biblical Interpretation I, this course is intended to provide a foundational ability to interpret the Bible in accordance with our Reformed theological heritage and to continue to develop the skills necessary for Biblical interpretation grounded in the Scriptures.

Suggested Topics to Cover

Methods of Criticism

- Text criticism
- Historical criticism
- Source criticism
- Form criticism
- Literary criticism
- Traditional history criticism
- Redaction criticism

Suggested readings:

The Book of Confessions, Louisville, KY: Office of the General Assembly, PCUSA
Davison, James E, *This Book We Call the Bible*. Louisville, KY: Geneva Press, 2001.
Fee. Gordon D. and Douglas Stuart, *How to Read the Bible for All It’s Worth*, Grand Rapids, MI: Zondervan Publishing House [any edition]
Hayes, John H. and Carl R. Holladay, *Biblical Exegesis: A Beginner’s Handbook*, rev. ed. Louisville, KY: Westminster John Know Press, 2007

BUSINESS LETTER WRITING (2.5 hours)

Overview

This course will cover business correspondence including memos, letters, reports and proposals. It will include tips for effective written business communication. Examines issues related to proper composition, style, grammar, tone, electronic information, and physical presentation.

Suggested Topics to Cover

- Getting Started
 - Brainstorming topics
 - Collecting information
 - Taking notes
 - Asking questions
 - Organize your writing
- Develop an outline
- What to know before you write
 - Functions of business writing
 - Know your subject
 - Know your readers
 - How to get an immediate response
- Putting your words on paper
 - Create a powerful first draft
 - Writing openings to get readers' attention
 - Developing effective paragraphs
 - Words and phrases for easy transition between paragraphs
 - Writing closings that inspire your readers to action
- Say it with style
- Adapt your tone to personality of readers
- Use of personal pronouns for rapport with audience
- Bullets, underlining, lists and other formatting techniques
- Uncluttered your message
- Techniques for spotlighting your key points
- The Rough Draft
- Refining and Proofreading

CHRISTOLOGY I

DOCTRINE OF THE PERSON OF JESUS CHRIST (2.5 hours)

Overview

An overview of the biblical understanding of the Person and Work of Jesus Christ as an essential doctrine of our Christian faith. We will study it from a biblical as well as from a historical perspective. Time will be given to some critical aspects having to do with the doctrine. A perspective utilizing faith to interpret the history of Jesus, found through reasoning will help provide us with the most adequate Christological methodology.

Suggested Topics to Cover

- The Deity of Christ
 - The biblical teaching
 - Historical. departures from belief in the full deity of Christ
 - Functional Christology
 - Implications of the deity of Christ
 - The Humanity of Christ
 - The importance of the humanity of Christ
 - The biblical evidence
 - Early heresies regarding the humanity of Christ
 - The sinlessness of Jesus Christ
 - Implications of the humanity of Jesus Christ
 - The unity of the person of Jesus Christ
 - The importance and difficulty of the issue
 - The biblical material
 - Basic tenets of the doctrine of two natures in one person
-

CHRISTOLOGY II

DOCTRINE OF THE WORK OF JESUS CHRIST (2.5 hours)

Overview

To identify and describe the prophetic (revelatory), royal (ruling) and priestly (reconciling) functions of Jesus Christ to earth, the universe and all believers. We will also try to recognize and explain the humiliation stage of Christ's work which involves the incarnation and death as well as the exaltation stage of Christ's work which involves the resurrection, ascension, session at the Father's right hand, and the second coming (parousia/escathon/consummation).

Suggested Topics to Cover

- The Functions of Jesus Christ
 - The revelatory role of Jesus Christ
 - The rule of Jesus Christ
 - The reconciling work of Jesus Christ
 - The stages of Christ's work
 - The humiliation
 - Incarnation
 - Death
 - Descent into hell
 - The exaltation
 - Resurrection
 - Ascension and Session at the Father's right hand
 - Second coming
-

CHURCH/PRESBYTERY & SYNODS IN TRANSITION (2.5 hours)

Overview

This course will describe the steps a church/presbytery/synod must go through when new/interim ministers come on the scene.

Suggested Topics to Cover

- The grieving process
- How to deal with feelings of loss of friendship
- Working relationship
- Feelings of Betrayal
- The loss of members because of the Pastor leaving.
- Grieving parishioner's (members of Presbyteries and Synods) and how to deal with them
- Anxiety of Job position and what is going to be expected.
- The process and why it takes so long
- Steps to follow
- Mission study
- PNC
- CIF and PIF what they are and what they mean
- Calling a pastor
- What to do in the meantime (Interims, Pulpit Supplies etc.)
- Administrative Personnel's roll
- Working with the Interim
- What jobs do you need to fill during the Interim?
- How do you relinquish jobs or rolls that were filled during the Interim?
- Adjusting to Change
- Develop a new working relationship
- Learn what is now expected of you
- Who do you contact if there is a problem with personalities or understanding of what your job is
- Lessen stress and learning to let go!

COACHING AND MENTORING SKILLS FOR SUCCESSFUL LEADERSHIP (2.5 HOURS)

Suggested Topics to Cover

A successful leader needs expert coaching and mentoring skills to facilitate team performance. Learn strategies to solve tough problems like how to get staff to take initiative; how to motivate team members to achieve more; and how to keep staffs' personal problems from affective work.

Essential Skills for Effective Leaders

- Your unique leadership style: recognizing your strengths and limitations
- Understanding the difference between managing and leading
- Making your employees feel valued by you and the organization

Coaching Underachievers to Success

- How-to's for establishing a more positive, energized work environment
- Different coaching approaches for different staff
- Discussing performance issues effectively in a face-to-face meeting
- Holding employees accountable
- Recognizing the reasons for employee mistakes and frustrations

Mentoring Team Members to Take Their Skills to the Next Level

- Essential how-to's for mentoring
 - Common mentoring mistakes and how to avoid them
 - A How to plan for continuous development
 - **Communication Techniques for Every Leader**
 - How to give, clear, precise instructions
 - Providing feedback that results in positive change
 - What-to-say-when tips for lessening or preventing verbal attacks
 - Strategies for keeping the lines of communication open
 - **Using Coaching and Mentoring to Create a Stronger, More Effective Team**
 - Techniques for building trust and mutual respect
 - Tips for boosting cooperation and teamwork
 - Keeping your team up and energized under pressure, crisis, and change
-

COMPUTER HARDWARE (2.5 hours)

Overview

This course will provide you with a basic, technical understanding of your personal computer and how to upgrade the machine. It will give you an overview of the computer system and its components.

Suggested Topics to Cover

Inside Your Computer

- System Unit
- CPU
- Integrated Circuit
- Silicon Chip
- Storage Device
- Magnetic Storage
- Optical Storage

Types of Computers

- Desktop
- Workstation
- Laptop
- Mainframe
- Server
- PDA or Handheld

Devices

- Input Device
- Output Device
- Peripheral Device
- Laser
- Write-Protected

Networks

- File Server
- LAN Intranetwork
- WAN Internetwork
- IP Address

Storage

- Floppy Disk
- CD-ROM
- CD-R
- CD-RW
- DVD-ROM
- Zip Disk
- Hard Disk

- Digital Audio Tape
- How Secondary/Magnetic Storage Works
- Features of IDE Interface
- How a Disk Drive Works Logically

CPU and Memory

- Purpose of CPU and How it Works
- Purpose of AMA and How it Works
- Distinguish between popular RAM formats
- Megahertz, RAM, ROM
- Measurements of Memory

Controlling System Resources

- Define IRQ, DMA and memory I/O
- Manage memory in DOS and Windows
- Use the Device Manager to view resources
- Use Plug and Play

Peripheral Drives

- Parallel and serial ports
- Connectors in a typical PC
- Video components working together

Systems Software

- Role of systems software
- Operating systems and environments
- Control the boot process
- Use and understand simple DOS commands

Printer and Printing

- Printer ports and cables
- Major components of a given printer
- Compare types of printers
- Relationship between the OS, printer drives and applications

Multimedia

- Advantages of Optical Disks
- Describe Sound File Formats
- Configure an Audio Card and Speakers
- Describe Graphic and Multimedia File Formats
- Troubleshoot a Modem
- Describe How a Modem Works

Software and Graphics

- Resolution
- Pixels
- Operating System
- Folder
- Multitasking
- GUI (Graphical User Interface)
- Platform
- Icons
- Menu

CONFLICT MANAGEMENT (5 hours)

Overview

Conflict within a multiple staff is a sign of healthy organization - up to a point. Look at authority and

responsibility -- understanding the limits of each.

Suggested Topics to Cover

- The strengths and weaknesses of different styles of leadership as it “leads to conflict and misunderstanding.”
 - How to work to achieve a common goal for the church/office.
 - How to recognize conflict
 - How to deal with conflict constructively prior to a disruption in work.
 - Note: Problem cases/scenarios might be submitted for small group(s) working through them and reporting back to larger class.
 - Understanding: frustration - conceptualization - behavior and outcome.
 - Getting everyone’s work done when few priorities have been declared. Whose work comes first?
-

CREATING A PICTORIAL DIRECTORY (2.5 hours)

Suggested Topics to Cover

How to proceed as a church community in the process of creating a directory for your church.

What steps to take, preparation for the project and assembling volunteers.

- Professional or in house
- Should a professional photographer be hired
- Review all designs
- Compact or full size
- Organizing committees
 - Telephone Committee
 - Photography hosts
 - graphic artist
 - layout
 - volunteers
- How much can be done online
- Rescheduling appointments
- Reminder calls
- Should the directory be put on line

This class should be taught by a professional photographer or church staff person who has recently undertaken this task.

DEALING WITH DIFFICULT PEOPLE (2.5 hours)

Overview

(Helpful if taken something with Meyers – Briggs or some other personality style class)

Suggested Topics to Cover

- Work on identifying personality style – If passive or aggressive and what the difficult person is.
 - Body Language
 - Talk about healthy relationships and non healthy relationships
 - Talk about Self Esteem
 - Successful Conflict Management technique
 - Start on Level Playing field – seated at eye level, Quantity of time allowed, Free from distraction
 - Always start on positive note
 - Outline the problem – What it is and when it happened, and How it effects the organization (relationship)
 - Must allow other person respond to what you said
 - Set a plan of Action
 - Monitor your plan
 - Talk about how to use “I” statements
 - Difference between Aggressive behavior and Assertive Behavior
 - Identify Hot buttons and how to avoid letting someone else push those
 - Using diplomacy and tact in situations
-
-

DESIGNING FOR COMMUNICATION (5 Hours)

Overview

Takes a look at printed communications produced in an office & their effectiveness.

Suggested Topics to Cover

Takes a look at printed communications produced in an office

- Discuss content and effectiveness
 - Discuss who is the target audience for material
 - Discuss demographics of communication
 - Using hands-on, interactive exercises, introduce the Principles & Elements of Design
 - Explain how each is essential in publication & show ways to use them to communicate effectively through printed material
 - Proper use of fonts in titling & content
 - Dos & Don'ts of Communication
-
-

DEVELOPING PROFESSIONALISM (2.5 hours)

Overview

All persons who work in a local church or church governing body, board or agency are part of a vital ministry team. All persons on the team must be professional in their line of responsibility.

Suggested Topics to Cover

- Definition of professionalism
 - Our ongoing search for knowledge related to our job
 - Continuing Education – becoming Certified by our denomination through APA
 - Learn to see your job as a vocation
 - Using our knowledge and experience for efficiency in the office
 - As an administrator, learn about all jobs in the office and take responsibility over and above your own duties when necessary. (Can you supervise a job if you have no idea what it entails?)
 - Take advantage of opportunities at your office to learn new skills and/or areas of expertise.
 - Some people consider “dressing for success” an antiquated notion. Does it still have a place in church office administration? If so, how is it relevant in the Church office, etc.?
 - Operate by your church’s Personnel Policies. Use the Personnel Policies to your advantage and to the advantage of your staff. If Personnel Policies are not available, it may be up to you to advocate for their development and implementation.
 - Offer your valued input into staff meetings – don’t be afraid to speak up.
 - Make time to care for your own personal health and spiritual development
-

DILEMMA OF PLATEAUIING (2.5 hours)

Overview

This 2.5 hour class will look at plateauing...what is it?...who gets it?...how to fix it. The class will look at how plateauing affects all aspects of our life and how one can ‘keep up’ in a world of increasingly competent people. The class will cover how to conduct an honest self-appraisal and look at the importance of maintaining balance in our lives while engaged in our work.

Based on the work of foremost authority on plateauing, Judith Bardwick.

Suggested Topics to Cover

- What is it?
 - Types of plateauing
 - How does it affect our lives?
 - How to ‘keep up’?
 - Who gets it?
 - How to fix it?
 - Self appraisal and assessment
 - Tools to keep balance in our lives
 - Maintaining integrity and values
-

EFFECTIVE MEETING MINUTES (2.5 hours)

Overview

This course will provide specific pointers for taking meeting minutes including why minutes must be clear, concise and accurate.

Suggested Topics to Cover

- What to include in meeting minutes:
- Date, time, place of meeting
- List of people attending, members absent
- Approval of previous meeting's minutes and any amendments
- Summary of reports, announcement and other information shared
- All main motions, substantial secondary motions, appeals
- Minutes as a historical record of group's work
- Record of decisions and details
- Remind people of assignments
- Inform those not present of what happened
- Using an agenda in minute taking
- How to prepare for and take minutes that are useful to your group
- How to draft, distribute and sort minutes
- Where minutes need to be stored and how to protect them
- Sorting out facts
- Be selective in recording information
- Do not include verbatim discussion
- Avoid description language (vigorously opposed)
- Record results of votes when tallied by ballot
- Next meeting date, time and location
- Time of adjournment

EMOTIONAL MASTERY (2.5 hours)

Overview

This course is about **Emotions** and how to be empowered by them instead of the emotions controlling you.

Suggested Topics to Cover

- **The purpose of emotions:** Where they come from, how they are created and how to understand the purpose behind the emotion and how to use that information.
- Explore **six steps to emotional mastery.** There are six ways you can learn to master your emotions. Once you learn the purpose of the emotion, then you can use that information to master you emotions so you are in charge of them and not feeling overwhelmed.
- Explore **The 10 action signals** that come from the 10 primary emotions that we strive to avoid. We will explore the action signals from each of these primary emotions, such as fear, hurt, anger, frustration, etc. and ways to understand the deeper issues and overcome them.
- Discover **The ten emotions of power.** As we learn about these emotions and experience them more and more each day, we will live with more joy and peace and be open to all God has for us.

ESSENTIALS OF BUDGETING (2.5 hours)

Overview

This course gives you the basic skills of creating a budget and the process used to effectively monitor the budget.

Suggested Topics to Cover

- Key elements of the budgeting process
- Integrating goals

- Working with operating budget
 - Costs and expenses
 - Controlling cash
 - Creating a capital budget.
 - Measure performance
 - Analyze budget variances and justification
 - Overhead costs.
-

FINANCIAL REPORTING (2.5 hours)

Overview

This course will allow participants to have an overall understanding of the financial program of the church. Even though finances may not be part of one's job description it is helpful when asked questions by committee chairs and members. Since many of our members seeking certification are not Presbyterians it helps one to understand who we are and what our mission is.

Suggested Topics to Cover

- What the Book of Order has to say about finances
 - Finance committee functions/responsibilities
 - Financial Statements and how to read them
 - Budgeting for the not-for-profit organization
 - PCUSA Special Offerings
 - PCUSA Mission Giving
 - Clergy Compensation - How does it differ from other employees?
 - Payroll tax reporting requirements; what goes where on the W-2, Quarterly reports
 - Per Capita
 - GA Processing of Incoming Funds
-

GIVING TO PRESBYTERY, SYNOD AND GENERAL ASSEMBLY (2.5 hours)

Overview

This course will explain the different types of giving to help the church employee understand how funds that are sent to the presbytery are used.

Suggested Topics to Cover

- Per Capita – How it is split and how it is used
 - Unified (Allocated) Giving – How it is split and how it is used
 - Fair Share – some presbyteries are using this and combining per capita and unified into one amount
 - Explain the Special Offerings of the Church
 - Christmas Joy
 - One Great Hour of Sharing
 - Pentecost Offering
 - Peacemaking Offering
 - Other PCUSA offerings – Disaster Assistance (Financial and Kits)
 - What is a “Five for Five” Congregation?
 - What is “Selected Giving?”
 - Extra Commitment Opportunity (ECO)
-

GOING GREEN IN THE CHURCH OFFICE/GUIDE TO GOING CARBON NEUTRAL (2.5 hours)

Overview

The objective of this course is to provide environmentally conscious actions to take and include to fit every budget and church size.

Suggested Topics to Cover

1. Reduce, Reuse and Recycle Office Paper
 - a. setup recycle bins
 - b. email vs print
 - c. reuse paper
 - d. ask for donations of old stationary
 - e. create your own message pads
 - f. decrease the printing margins
 - g. install software - ex. www.printgreener.com
2. Purchase greener Office Supplies
 - a. It used to be more expensive that is no longer the fact.
 - b. Look at chain office supply stores but also look at eco-office suppliers for comparison pricing.
 - Some reputable companies
 - Frogfile - www.frogfile.com
 - Green Office - www.thegreenoffice.com
 - Green Earth Office Supply
 - <http://greenearthofficesupply.stores.yahoo.net/>
3. The Break Room
 - a. Eliminate paper and plastic plates, cups, utensils. Purchase either a set of dinner plates, coffee cups and utensils for the staff or ask each staff member to provide their own. - Helps with the church budget.
 - b. Buy organic and fair-trade teas, coffees, sugar and snacks.
4. Refurbished or Recycled Furniture
 - a. Save your bottom line and save the landfills.
 - b. Suggestions of where to look.
5. Types of Efficient Lighting.
 - a. CFLS - compact fluorescent light bulbs VS LED's light-emitting diodes
6. Cleaning with Green Products.
7. New Computer vs Upgrading your Computer
 - a. cost efficient
 - b. recycling products
8. Responsible Printing
 - a. research amount of waste from toner cartridges
 - b. remanufactured cartridges vs new cartridges
 - c. more competition among manufacturers now.
 - d. recycle cartridges for money or products.

Resources:

<http://victoria-e.com> www.coopamerica.org
Office Solutions April 2008 issue

GRAMMAR, PUNCTUATION AND SPELLING (2.5 hours)

Overview

Do you remember all the rules for grammar, punctuation and spelling? Have they changed since you were in school? Could you use a refresher course?

Suggested Topics to Cover?

Punctuation

- How many spaces do you put –
 - between sentences?
 - after a colon or a semi-colon?
 - between the state and zip code in an address?
- When does a sentence become a run on sentence?
- When do you use hyphens?
- What is the proper way to use quotation marks?

Grammar

- When do you write numbers and when do you spell them out?
- When to capitalize and when not to?
- When is a word possessive and when is it plural?
- What is the correct way to write out amounts of money?
- What is the proper way to show a title, book, magazine or newspaper?

Spelling

- Can a word be spelled more than one way?
- What are the most common spelling mistakes?
- When can your spell check lead you in the wrong direction?
- When do two words become a compound word?

HEALTHY LIFESTYLES (2.5 hours)

Overview

This course will focus on developing a healthy lifestyle and should offer valuable resources to the participants.

Suggested Topics to Cover

- Importance of Exercise
- Proper Nutrition
- Eating Disorders
- Smoking Cessation
- Mental Health
- Diabetes
- Resources (books, website, support groups)
- Heart Disease
- Breast Cancer Awareness
- Mobil Mammogram or Blood Mobile
- Options covered under the Benefits Plan of the PC (U.S.A.) and ABP program
- Yoga Class
- Meditation Class
- Certification in CPR/First Aid - available through the Red Cross
- Nutrients, vitamins, supplements

- Holistic Health
 - Massage Therapy
 - Aerobics Class
 - Ti Chi
 - Weight Watchers class
 - Tai Chi
 - Feng Shui
 - BOP presentation on Preventive Health
-
-

HOW TO DEAL WITH AGING PARENTS AND WORK FULL TIME (2.5 hours)

Overview

This course will help a person deal with aging parents who are experiencing the loss of a spouse, health problems, memory loss, loneliness, depression, etc.

Suggested Topics to Cover

- **WHAT ARE MY RESOURCES?**
 - Area Agency on Aging
 - Senior Citizen Center
 - Social Security Office
 - Minister/Church
 - Veterans Administration
 - **WHAT ARE MY OPTIONS?**
 - Move the parent in with a family member
 - Shared care of the parent with a sibling
 - Home Health Care in the parents' home
 - Move the parent into an Assisted Living Facility
 - Move the parent into a Nursing Home
 - **HOW WILL I PAY FOR THIS?**
 - What will Medicare pay for?
 - What is Medicaid and who qualifies?
 - What is Nursing Home insurance?
 - **WHAT TYPE OF DOCUMENTS DO I NEED?**
 - Power of Attorney
 - Durable Power of Attorney for Healthcare
 - Living Will
 - DNR Directive
-

HOW TO RUN A MEETING (2.5 hours)

Overview

This course deals with all aspects of planning for and conducting a meeting – from determining the need for a meeting, preparing an agenda, basic Robert’s Rules of order or the need of a parliamentarian.

Suggested Topics to Cover

- Meeting Objective
 - Room set-up and design
 - AV Equipment
 - Food or Beverages
 - Preparing an agenda
 - Conducting a meeting
 - Maintaining control – “to gavel or not to gavel”
 - Length of time suggested for each agenda item
-

HOW TO PLAN AN APA CONFERENCE (2.5 hours)

Overview

This course deals with all aspects of planning an APA conference – either regional (smaller scale) or national (larger scale). Master all the skills you need to provide professional meeting planning services for your organization – while saving time and money through better knowledge and increased efficiencies. Learn how the industry works and how all the processes add up to a successful meeting. This course may be done with team teaching: several people who are experts in their fields – i.e., conference planner, hotel manager, etc.

National Conference Planning Committee

- I. Develop the planning committee
 - A. Select a conference chair and vice-chair
 - B. Determine duties for each member
 - C. If it isn't your duty, let it go.
- II. Select a date and select a site.
 - A. Region - one year in advance may be enough time.
 - B. National - two years in advance
 1. If you are in a "tourist" area, you may want to also want to schedule your special activities well in advance also.
 2. Discuss costs - rooms, meals, meeting rooms, extras.
 3. Negotiate the extras - comped rooms; food brought to rooms, etc.
- III. Classes to be offered
 - A. Certification Chair will address this
 - B. Securing instructors Letters, etc. [see appendix
- IV. Financing the conference and collection of fees - Financial Secretary
 - A. Vendors - cost and responsibility
- V. Brochures
 - A. Regional - whatever works for you .
 - B. National - standardized - 11 x 17 with all basic information included - available on web site
 - C. Time line for brochures

SPECIFICS

- I. Facilities

- A. What do you need?
 - B. Contract – what is needed and who signs it
 - C. Are you having meals there? Elsewhere? Transportation?
 - D. Are you responsible for table set up? Decorations?
 - E. Are you responsible for equipment – microphones, AV, flip charts?
- II. Publications
- A. Brochure
 - B. Worship bulletin
 - C. Banquet Program
 - D. Conference packets
 - 1. Regional – see list of items needed
 - 2. National – see list of specific items requested [see appendix_____]
- III. Hospitality
- A. Suggestions for hospitality suite
 - B. National – Presidents’ Reception
 - C. National – Hospitality Suite
- IV. National Planning Committee
- A. Visit to site of national conference in October
 - B. What needs to be presented to committee at that time
 - C. Signage
-

HYMNOLOGY (2.5 hours)

Overview

This course will give you an understanding of the history, use, and importance of hymns in the Christian church and the individual Christian’s life. The goal is to obtain a new understanding

Suggested Topics to Cover

- History of sacred lyrics (hymns) in the Christian faith
- Use of hymns within the worship experience
- Use of the hymnal indexes
- Examples of different types of hymnals and their significance
- How hymns enhance the worship experience
- Hymns as a spiritual force in our daily lives

INCLUSIVE VS. EXCLUSIVE LANGUAGE (2.5 hours)

Overview

This course will explore the pros and cons of using inclusive language in many areas of the church. Language about God should reflect our understanding that all names for God are metaphors and the exclusive use of just a few names is a rejection of the richness of scripture.

Suggested Topics to Cover

- Background
- Biblical/Theological Dimensions
- PC (USA) Position
- Confession of 1967
- GA Office of Theology and Worship
- 197th GA “Definitions and Guidelines on Inclusive Language”
- What Presbyterian women can do
- Prayer and the feminine nature of God
- Gender-Neutral Language
- Names and Titles
- Salutations in Letters
- Pronouns

INTERIM MINISTRY (2.5 hours)

Overview

This course will provide the goals and responsibilities of interim ministry and resources available for training. It should be presented by an Intentional Interim Minister.

Suggest Topics to Cover

- Purpose of Interim Ministry
- Five developmental tasks of an interim
 - Coming to terms with history
 - Discovering a new congregational identity
 - Facilitating shifts in lay leadership and changes in congregational power structures
 - Rethinking and renewing denominational linkages
 - Preparing for new pastoral leadership and a new future
- Interim Pastor Responsibilities
 - Provide spiritual and administrative leadership for the congregation
 - Lead worship and administer the sacraments
 - Officiate at wedding and funerals
 - Provide pastoral care of the congregation and for all who seek comfort and guidance through the church
 - Serve as moderator of the session and head of staff
 - Participate in presbytery
- Association of Presbyterian Interim Ministry Specialists (PC USA)
- Interim Ministry Training Opportunities
- Certification for Interim Ministry Specialists
- Interim Ministry Network

References

Gripe, A. G. [The Interim Pastor's Manual](#), Geneva Press
White, E. A. [Saying Goodbye](#), Alban Institute

INTRA-STAFF RELATIONSHIPS (2.5 Hours)

Overview

Personality test of some kind should be administered during the class. It should be two-fold: one) determine the gifts of the attendees; two) determine the gifts of Head of Staff and closest co-worker.

Suggest Topics to Cover

- Learn about the attendees personal style of work and management
 - Team work and staff interaction
 - Performance reviews: 1) your own; 2) those conducted by you
 - Communication and feedback
 - Work delegation
 - Principles of motivation
-

LIBERATION THEOLOGY (2.5 hours)

Overview

This course will provide the historical roots of liberation theology from the earliest colonial days. A background will be given to show how it began with churchmen questioning the type of presence adopted by the church as to the way indigenous peoples were treated.

Suggested Topics to Cover

- Formulation of Liberation Theology
 - The Foundational Stage
 - The Building Stage
 - The Setting-in Stage
 - The Formalization Stage
- Chronology
 - 1512: Las Casas
 - 1930s: Catholic Action
 - 1960s: social and guerrilla movements
 - 1970: from society to theology
 - 1980: Santa Fe
- Gustavo Gutierrez - first to use the term Liberation Theology (1973)
- Social and Political Development during 1950's and 1960's
- Ecclesial Development
- Theological Development
- Support and Opposition
- The Magisterium of the Church
- Latin America and Haiti
- European Roots
- Marxist Influences
- The Bible and Poverty
- The Problem with Praxis
- A Challenge to Evangelicals

Resources

Berryman, Phillip, Liberation Theology 1987

Sigmund, P.E., Liberation Theology at the Crossroads 1990

LIVING WITH GRIEF (2.5 hours)

Overview

This course will focus on coping with loss and grief. Recognizing that grief is a universal emotion and noting that one grieves many losses in life. Discussion will include the importance of dealing with loss in a healthy way and moving forward in life with a positive outlook.

Suggested Topics to Cover

- The Grief Process
 - Complicated Grief
 - The Stress of Grief
 - Coping with One's New Environment
 - The Value of Reminiscing
 - Acceptance and Growth - emphasis is placed on those things a person must do to reach acceptance of his/her life in order to move on.
-

MASTERING THE INTERNET (2.5 hours)

Overview

This course is for aspiring webmasters who want to know more about the Internet than just how to use a browser. The course covers what the internet is, how to get access to it, and how to use it to your advantage. A comprehensive overview of research techniques will enable you to access all necessary sources of information.

Suggested Topics to Cover

Basic Internet

- What is the Internet?
- What is Intranet?
- Network Hosts and Webhosts
- Internet Languages

Internet Communication

- Internet Language
- About Email
- About Chat

Internet Browsers

- Web Browsers
- Using Netscape & Internet Explorer
- Browser Dependent Features
- Internet Chat
- Only in Netscape
- Only in Internet Explorer
- Browser Plug-ins

Internet Searching

- Search Engines and Web Indexes
- Search Engine Rankings
- Optimize Your Search
- Internet Search Tools

Free Internet Stuff

- Free Internet Services, Resources and Hosting
-

MICROSOFT ACCESS (5 hours)

Overview

This course will provide you with the basics of the Microsoft Access Application. You will learn how to put an application together, including how to create menus and how to launch your application from a startup form.

Suggested Topics to Cover

The Fundamentals

- Introduction to Databases
- Using Toolbars

Creating and Working with a Database

- Planning a Database
- Using the Database Wizard

Finding, Filtering and Formatting Data

- Finding and Replacing Information
- Sorting Records
- Creating a Calculated Control

Working with Tables and Fields

- Creating Tables
- Understanding Field Properties
- Formatting numbers, currency, date/time fields

Creating Relational Databases

- Understanding Table Relationships
- Creating Relationships

Working with Queries

- Creating a Multiple Table Query
- Using Expressions
- Using Criteria
- Make Table Queries

Working with Forms

- Creating a Form
- Working with Control Properties
- Working with Multiple Controls

Working with Reports

- Creating and Modifying Reports
- Understanding Report Sections
- Creating Calculated Controls

Formatting Forms and Reports

- Using Auto format
- Applying Special Effects
- Changing a Control's Formatting Properties

Working with macros

- Working with Macro Groups
- Creating Conditional Expressions

Using Access with Other Programs

- Importing/Exporting Information
 - Linking Information from an External Source
 - Using Hyperlink Fields
-

MICROSOFT EXCEL (5 hours)

Overview

This course will allow you to work with all types of spreadsheets, forecasts, graphs and other financial reporting using little-known shortcuts and time-saving techniques. You will learn how to troubleshoot and fix common problems. It is designed to teach specific “how-to” and problem-solving skills to users who already know the basics of computers and software.

Suggest Topics to Cover

Excel Essentials

- Installation tips and tricks
- Using worksheets and workbooks
- How to get more out of the help system
- Excel printing made easy

How to Easily Create

- Spreadsheets
- Financial reports
- Presentation-ready graphs, charts and maps
- Adding Graphics and Colors
- Templates

Working With Cells

- Formatting
- Naming
- Validating
- Moving, Deleting, Editing

Data

- Sorting
- Filtering
- Splitting
- Multiple Columns

Excel for the Internet and Intranet

- Insert hyperlinks
- Prepare spreadsheets
- Format data and files for e-mail

Excel tips and shortcuts

- Macros
 - Auto functions
 - Hidden tools
 - Templates
 - Editing commands
-

MICROSOFT POWER POINT (5 hours)

Overview

This course is designed for beginning and intermediate PowerPoint users. It teaches about creating and editing presentations and individual slides, outlining presentations, and printing presentations. The

course will also detail topics such as formatting presentations and slides and using masters, color schemes, and templates. Learners will find out how to incorporate pictures, clip art, sound, video, and animation into a presentation.

Suggested Topics to Cover

Introduction

- Creating Presentations Based on Templates
- Working with Slides
- Printing and Delivering a Presentation

Modifying a Presentation

- Changing Tab Formatting
- Creating a Custom Background
- Customizing a Color Scheme

Creating Your Own Template

- Understanding Master Slides
- Designing a Template
- Removing Background Objects
- Applying a Template from Another Presentation

Graphics

- Using Graphics in PowerPoint
- Using MS PowerPoint Drawing Tools
- Working with Charts and Graphs
- Art and Pictures from MS Clip Gallery
- Working with Imported Pictures
- Changing a Graphics Format

Working with Tables and Organization Charts

- Creating a Table in PowerPoint
- Changing Table Attributes
- Creating and Modifying an Organization Chart

Time Saving Tips

- Customizing screens
- Installing missing programs from MS Office
- Automating tasks
- Creating templates

Importing and Exporting Data

- Understanding Object Linking and Embedding
- Importing Spreadsheets from Excel
- Exporting an Outline to Word
- Inserting Slides from another Presentation

Working with Microsoft Graph

- Entering & Editing Data in the Datasheet Window
- Choosing a Chart Type
- Setting Graph Defaults
- Inserting a Chart from Excel into a Presentation

Delivering an On-Screen Presentation

- Hiding Slides
- Adding an Action Button
- Adding a Presentation within a Presentation
- Adding Links to Slides within a Presentation
- Creating Summary Slides

PowerPoint and the Web

- Publishing a Presentation on the Web
- Saving HTML to a specific target Browser
- Viewing a Presentation on the Web

MICROSOFT PUBLISHER (2.5 hours)

Overview

Learn the basics of simple desktop publishing and Adobe PageMaker. Create letterheads, newsletters, greeting cards, business cards and more.

Suggested Topics to Cover

Introduction

- Basics of desktop publishing
- Use of Adobe PageMaker
- Use of Adobe FreeHand or comparable software

Planning and Designing

- Short Documents
- Multipage documents

The Publishing World

- Nature and scope of publishing
- Market Research

Publishing Procedures & Techniques

- Color
- Film or digital imaging
- Layout design

Desktop Publishing

- Word Processing
- Printing on a Computer Printer
- Essential Publishing Skills

Illustration: Graphics

- Line illustrations
- Cartoons, photos, etc.
- Freehand work
- Computer graphics

Illustration: Photography

- Equipment and materials
- Composition
- Development of Photographic Style Portraiture

Publishing: Ethics & the Law

- Public attitudes
-

MICROSOFT WORD (2.5 hours)

Overview

This course will provide an in depth introduction to all the facets of basic Microsoft word.

Suggested Topics to Cover

Word Basics

- Creating a new document
- Entering Text

- Navigation techniques in a document
- Selecting text in a document
- Saving and closing Documents
- Getting Help in Word

Basic formatting

- Advanced Techniques for selecting text
- Moving and Copying Text
- Formatting Text in a Document
- Formatting paragraphs
- Working with Indentation, numbered lists, bulleted lists

Page Setup Techniques

- Creating Headers and footers
- Working with Document Margins
- Working with Sections
- Controlling Page Breaks
- Creating columns

Tools and Printing

- Using proofing tools (spell checker, thesaurus)
- Using auto Text and AutoCorrect
- Finding and Replacing Text
- Printing Documents
- Creating Envelopes and Labels
- Printing your documents
- Working with Templates

Tables

- Setting tabs in a document
- Creating tables in a document
- Formatting Tables
- Working with Table Data
- Drawing tables in Word

Styles

- Applying and displaying styles
- Create a custom style
- Modify and delete a style
- Using styles to create document outlines

Macros

- Recording and running macros
- Editing macros
- Customizing your toolbars to run macros

Mail Merge

- Preparing a Document for Mail Merge
- Creating data sources for mail merge
- Merging data with a document
- Sorting and filtering during a mail merge
- Creating envelopes and labels with mail merge

Graphic Effects

- Working with ClipArt
- Working with WordArt
- Inserting Pictures
- Using the Drawing Tools
- Managing text and graphics

Managing Long Documents

- Creating a table of contents
- Creating an index
- Using footnotes and endnotes
- Creating and using bookmarks
- Creating cross-references

Forms & tracking Changes

- Working with form fields
- Using different versions of a document
- Using highlights and comments in a document
- Tracking changes in a document

Word and the Web

- Using Word to create a web page
 - Using web page themes
 - Creating and following hyperlinks
 - Inserting multimedia elements into your web pages
-

MINISTRY OF RECONCILIATION (2.5 hours)

Overview

The Presbyterian Church (USA) has historically carried out a ministry of reconciliation, both between individuals and God, and within groups in society.

Suggested Topics to Cover

- A basic understanding of “reconciliation”
 - Distinctions between reconciliation within the individual and in society
 - A consideration of several Biblical passages at the heart of this ministry
 - Passages in the constitution of the Presbyterian Church, which supports the ministry of reconciliation
 - Some examples of the ministry of reconciliation in our church’s history
 - Examples of how local churches you serve are involved in this ministry.
 - Ways in which church administrative personnel are involved:
 - as individuals
 - in facilitating your congregations’ ministries
-

NEWSLETTERS and BULLETINS (2.5 hours)

Overview

Good communication plays a vital role in the life of a church. Informed members are more likely to be active members. The church bulletin and newsletter can be very important tools in helping with this communication.

Suggested Topics to Cover

- Newsletters
 - What types of formats are available?

- How do we get members to want to read the newsletter?
- When is a newsletter too long?
- How often should a newsletter be published?
- Bulletins
- When is a bulletin too informative?
- What size and type of paper should be used?
- What size type should be used for ease of reading a bulletin?
- What is the best style of font to use?
- Should several types of fonts be used or only one?
- Is user-friendly software available for bulletins?
- Newsletters/Bulletins
 - How do you get contributors to abide by your deadline?
 - What type of printing is best?
 - Digital copiers, scanners, printers (inkjet/laser)
 - Leasing versus purchasing
 - Is user-friendly software available?

ORGANIZING YOUR SPACE (2.5 Hours)

Overview

This course is designed to give some helpful information about de-cluttering/organize your home and office.

Suggested Topics to Cover

- The importance of a clutter-free space.
- The importance of de-cluttering your mind.
- How do you know that you need to de-clutter your space?
- Steps for getting started?
- How long should you keep things?
 - Personnel Papers
 - Personal Tax Papers
- What should you do with all those newsletters that no one has touched in ages?
- How to handle that one person who says you must keep it all forever.
- What should you do with all those boxes of photos?
- Items to use for organization.
- How to determine a good flow to keep things organized.

PARLIAMENTARY PROCEDURES (2.5 hours)

Overview

This course should familiarize participants with the Parliamentary Procedures that are used during meetings within the Presbyterian Church (U.S.A.).

Suggested Topics to Cover

- Robert's Rules of Order
- Parliamentary Procedure

- Officers and members and their respective duties
 - Bylaws
 - Taking Minutes
 - How to make a motion
 - How to convene a meeting
 - Voting Rights
 - Moderator's Role
 - Preparation of Reports and Motions
 - Roll Call
-

PASTORAL CARE FOR SELF AND OTHERS (2.5 hours)

Overview

Called to minister to one another in word and deed – in practice and thought – this course will explore pastoral care practices that may assist us to become safe havens for one another.

Suggested Topics to Cover

- Active listening
 - Cultural and age specific humility
 - Motivations for service
 - Confidentiality and Compassion
 - Servant Leadership
 - Sustaining ministry to self and others
-
-

PERSONNEL ISSUES (2.5 hours)

Overview

Leader should have experience in a Human Resources environment, preferably in a church, or a history of service on a church personnel committee.

Suggested Topics to Cover

- Dismissal/counseling of employees with due cause
- Interpreting Personnel Policies of the church/denomination
- (Secure a copy of a Presbytery Personnel Policy to use as example/sample document for local churches.)
- Discussing a Presbytery Personnel Policy
- (use as example/sample document for local churches, etc.)

- Employment laws for federal and local state requirements:
 - Minimum wage, employee status (exempt or non-exempt)
 - Forms for new hires
 - Required contents of personnel files
 - Interview questions for job search.
 - Paid versus volunteer “employees”
 - What’s the difference for purposes such as liability insurance coverage, job descriptions, etc.
 - Position Descriptions
 - How to prepare; procedures for updating
 - The Personnel Committee and church staff reviews
 - Background checks on volunteers and staff
-
-

PERSONAL INVESTING (2.5 hours)

Overview

This course will help member to understand the importance of diversification and the risk strategy for different stages of life.

Suggested Topics to Cover

- Asset Allocation
- % of Stocks, Bonds and Short Term
- Investing in different types of Stocks, Bonds and Short Term Investments
- Define Asset Classes
- The return potential
- Federal Reserve Impact on Bonds & Stocks
- Market Cycles
- Risk Tolerance
- Retirement Considerations – how long will the money last & how much will be needed at retirement
- IRAs and Roth IRAs
- Model Portfolios

PERSONAL SAFETY (2.5 hours)

Overview

This course will provide helpful information for all types of personal safety.

Suggested Topics to Cover

- Walking Alone, at home alone
- Driving
- Parking lot safety
- Office Safety
- Identity Theft
- Safety tips to avoid burglaries
- Laptop Theft
- Criminal Assaults on Women
- Bomb Threats
- Suspicious Packages
- Travel Tips while riding public transportation
- Street Sense
- Avoiding Credit Card Fraud
- ATM Safety

PNEUMATOLOGY - THE PERSON AND WORK OF THE HOLY SPIRIT (2.5 hours)

Overview

An explanation as to why the doctrine of the Holy Spirit is important to Christian doctrine and practice. This will include reasons as to why understanding the doctrine of the Holy Spirit has been and continues to be difficult. We will try to understand the nature (deity and personality) of the Holy Spirit as well as the Holy Spirit's work and the implications of this doctrine in the life of individual believers as well as the church as the Body of Christ.

Suggested Topics to Cover

- Introduction:
- Importance of the doctrine of the Person and Work of the Holy Spirit
- Difficulties in understanding the doctrine of the Holy Spirit
- The Nature of the Holy Spirit
 - The Divinity of the Holy Spirit
 - The Personality of the Holy Spirit
 - Implications
- The Work of the Holy Spirit
 - In the Old Testament
 - In the Life of Jesus Christ
 - In the life of the Christian and Christian community
 - In the beginning of the Christian life
 - In the continuation of the Christian life
 - In the Christian community: The Church as the body of Christ
- The Baptism and Fullness of the Holy Spirit
- Implications

PROBLEM SOLVING THROUGH COMMUNICATION (5 hours)

Overview

This course deals with many and varied Problem Solving situations encountered in the workplace and methods for solving them successfully through communication.

Suggested Topics to Cover

- Make communication part of the solution
- Work on one problem at a time
- Understand the problem
- Find solutions together
- Evaluate the ideas carefully
- Determine the “real” problem and not necessarily the one stated.
- Effective listening”
- Give instructions briefly and precisely - use follow through and rewards
- Recognize problems and deal with them immediately in a positive manner.
- Consensus and Focus
- Communication and collaboration
- Demand fulfillment and creation
- Use questions to invite solutions to the problem
- Use cool-off time if pressure occurs
- Treat people with respect and kindness at all times

PRESBYTERIAN 101 (2.5 hours)

History, Polity, Structure, Terminology of PC(USA)

- I. Introductions –
Name, position, church background, burning question
- II. Presbyterian Ethos
- III. A little Presbyterian history
- IV. Introduction to polity
 - A. Part I – *Book of Confessions*
There are 11, but we’ll look briefly at 3
 - B. Part II – *Book of Order*
Covered in more detail in Presbyterian 102
Introduction to governing bodies
- V. Entities/agencies of the Presbyterian Church
- VI. Terms and acronyms we know and love
- VII. Questions, comments, quiz

PRESBYTERIAN 102 (2.5 hours)

Theology, Polity, Beliefs of PC(USA)

- I. Introductions
Name, burning question
 - II. What do Presbyterians believe about God?
 - III. Presbyterian Church (U.S.A.) *Constitution*
 - A. Part I – *Book of Confessions*
 - B. Part II – *Book of Order*
Consists of 3 sections
 1. Form of Government
 - a. Foundational Principles
 - b. What about those governing bodies???
 2. Directory for Worship
 - a. Two sacraments – Baptism & Lord’s Supper
 - b. What happens in worship?
 3. Rules of Discipline
 - IV. What else do Presbyterians believe?
 - V. Questions, comments, suggestions
-

PRESBYTERIAN FOUNDATION (2.5 hours)

Overview

This course will describe what the Presbyterian Foundation is and its work with Churches.

Suggest Topics to Cover

- Description of the Presbyterian Foundation and its work with churches
- Its work with individuals
- Ten gifts you can consider
- Money Issues in Your Personal Life and in the Church
 - Talking about Money
 - A Theology of Giving
 - Some Retirement Issues
 - Personal/Family Budgeting
 - Dealing with Debts
 - Church Budgets
 - Church Endowments
 - Money Policies
- The Whole Church
- Money Issues and Demographics
- Church Maintenance

PRESENTING YOUR CHURCH OR ORGANIZATION TO THE PUBLIC: MARKETING (2.5 HOURS)

Overview

“And he said to them: Go into all the world and proclaim the good news to the whole creation.” Mark 16:15 Look at the varying needs of people in churches and communities by studying different target groups, where they come from, how they view the church, their church background and what types of media they respond to.

Suggested Topics to Cover

▪ **TARGET GROUPS**

▪ Age

- Seniors (65 +)
- Boomers (1946-1964)
- Generation X (1965-1979)
- Generation Y (1980 - 1994)
- Digital Generation (born 1995 +)

▪ Different Denominations and percentage of members

▪ The way they search for information.

▪ Examine ways to meet those needs (i.e. internet and other media)

▪ Study the potential market of non- churchd and what they want and respond to.

- To market effectively you need to understand that they may be totally unfamiliar with the significance of church symbols and their significance; look at these and their meaning.

▪ **SURVEYING YOUR PROPERTY**

- Exterior Signs/Lighting – Use signs to build ‘brand’ identification (PCUSA symbol)
- Look at the following: visibility, lighting, age, legibility, size and location.
- What types of signs to use and when and where to place these signs.
- What information to include on the sign.
- Map of your campus
- How and where to check for local restrictions for signs.
- Discuss some of these restrictions.
- Surveying your grounds and what to check for (i.e .neat lawns; low hedges; commercial width sidewalks, clearly marked curbs, driveways, entrances, and exits, visitor and disabled signs)
- The importance of flood lights and well lit parking lots
- Interior Signs/Lighting – Examine your building through the eyes of a visitor.
- Lighting
- Maps of interior (you are “here” types of maps and signs)
- What’s inside each room signs
- Directional signs (worship space, church space, rest rooms, elevators)
- Bulletin Boards (attractive, neat)
- How to offer your space to community groups (advantages and disadvantages)

MEDIA –

- Examine the types of media available to you and what type would appeal to various target groups.
- Use of your church van (advertise on Van)
- What to publicize and how
- (Press releases on upcoming events; pictures for newsletter, radio and TV stations, web-site, public service announcements, and the importance of using all or more than one)
- How to promote your community connections and ideas of where to place them in your community and how to cater to each.

- (bulk mail invitations, postcards, flyers, business cards, organizational advertising items to give away, logo, brochures, etc.)
- (Welcome wagon, real estate offices, chamber of commerce, offices of every member who is a doctor, lawyer, dentist, hairdresser, accountant, etc.
- Written materials such as newsletters, bulletins, brochures, etc. and how to make them more appealing to each target group.

PUBLIC SPEAKING (2.5 HOURS)

Overview

This course will provide tips to deliver a formal or impromptu presentation with confidence and poise.

Suggested Topics to Cover

- 10 tips for successful public speaking
- Yoga of Public Speaking
- Rising Above Failure
- Strategies for Overcoming Fear of Public Speaking
- Speaking Techniques
- The 3 Biggest Speechwriting Mistakes & How to Avoid Them
- Simple Steps to Writing a Fantastic Speech
- 7 Habits of Persuasive Speakers
- Impromptu Speaking

QUICK BOOKS (2.5 HOURS) - Beginners

Overview

This course will cover financial reporting using QuickBooks software. You will learn the basics of payroll, accounting, buying, selling, banking and much more.

Suggested Topics to Cover

Getting Started

- Setting up the system/company
- Moving around in Quick Books

Every day transactions

- Purchasing
- Payments
- Taxes
- Banking and bank reconciliation

Understanding accounting

- Setting up chart of accounts
- Changing and fixing accounts
- Cash vs. Accrual accounting
- Using general journal entries
- Setting up budgets/forecasting

Working with reports

- Adding, deleting, resizing columns
- Filtering and formatting reports

QUICK BOOKS (2.5 HOURS) – Advanced

Overview

This course will cover advanced financial reporting using QuickBooks software.

Suggested Topics to Cover

Advanced features

- Using multi-user
- Importing and exporting Quick Books data
- Closing the books
- Loan manager

Payroll

- Setting up employees, payroll YTD information
- Processing paychecks
- Preparing tax forms
- Summarizing payroll data in Excel

Tips and Tricks

- Special window tricks
- Cleaning up lists
- Using classes
- Sorting lists
- Collapsing reports
- How to correct errors made in the original set up

RECORDS MANAGEMENT IN THE COMPUTER AGE (2.5 hours)

Overview

This course is designed to gain an understanding of the records management system within the administrative structure of church and/or governing body and to learn all aspects of handling records.

Suggest Topics to Cover

- Where to begin
- Conversion of existing information into electronic archives
- Maintaining the system
- Records as a form of archives
- Artifacts, photographs, artwork, all part of church history
- Life cycle of records
- Create an inventory of all artifacts
- Congregation Records
 - Parish Register
 - Electronic databases and documents
 - Legal and property documents
 - Financial records
 - Information on persons
 - Pastoral care files
 - Correspondence including E-mail
 - Sermons

- Visuals
 - Resource material
-

RISK MANAGEMENT (2.5 hours)

Overview

This course will provide insurance information especially in the area of Loss Control for the churches.

Leadership

Contact your insurance agency to see if they have someone available

Suggested Topics to Cover

- Disaster preparedness, emergency plans, PCUSA resources, American Red Cross resources, and local fire and police department resources
 - Automobile safety - church owned vehicles vs. non-owned vehicles, 15 passenger vans, drivers safety programs, MVR's
 - Safety guidelines - employee dishonesty, fire, playgrounds, adverse weather
 - Outside groups using church facilities, documents the church should require
 - Child abuse prevention - dangers to the church, reducing the risk, sexual abuse prevention program and policies
 - reporting procedures
 - Sexual Harassment prevention policies
 - -Protection/detection systems
 - -response guide for the congregation, response guide for the presbytery, response guide for the clergy
 - -reporting procedures
 - Background investigations
 - Liability insurance
-

SEXUAL HARRASSMENT (2.5 hours)

- Brief Overview of the legal definition of sexual harassment
- Practical examples of inappropriate behaviors of a sexual, suggestive or gender-biased nature
- Other types of unlawful harassment under both federal and state laws – race, ethnicity, age, disability, religion, sexual orientation, etc.
- Practical examples of inappropriate behaviors with regard to factors other than sex
- Special risks of supervisory-subordinate dating
- Intent versus impact – role of power in assessing appropriateness
- Responding to inappropriate behaviors, even in the absence of a complaint
- Responding to and reporting of complaints
- Dealing with harassment by clients, customers, vendors or other third parties
- Confidentiality
- Non-retaliation against complainants and witnesses
- Appropriate disciplinary and other corrective action
- Internal complaint procedure for concerns regarding harassment, discrimination and retaliation
- Damages for unlawful harassment, discrimination or retaliation under federal and state law

SO YOU WANT TO RETIRE.....NOW WHAT? (2.5 hours)

Overview

This course will help a person thinking about retirement find out how far ahead they need to start planning and the steps that they should take so that they are well prepared and can enjoy their retirement.

Suggested Topics to Cover

CAN I AFFORD TO RETIRE?

- How do I determine if I can afford to retire?
- What are my sources of income: annuity, pension, social security, savings, and investments?
- When should I contact the Social Security office?
- At what age should I retire and how will it affect what I receive each month?
- When should I contact the Board of Pensions?
- Do I need a financial planner?

HEALTH INSURANCE

- Will my insurance continue? Will I have to pay a portion of it?
- Will I need to purchase different insurance?
- How does this affect insurance for my spouse?
- How many years until I can get Medicare?
- Do I need supplemental insurance with my Medicare?

WHAT CAN I DO TO TRANSITION INTO RETIREMENT?

- What do I like to do in my spare time: hobbies, charity work, time with family, time alone, travel, health issues, reading
- Should I retire at the same time as my spouse or at a later/earlier time?

WHERE CAN I GET HELP IF I HAVE QUESTIONS?

- Social Security Office
- Board of Pensions

STRESS MANAGEMENT (2.5 hours)

Overview

The objective for this class is to teach the skills necessary to help the participants deal with the stress that is quite often involved in office administration (whether in a church, presbytery, Synod or other church entity).

Suggested Topics to Cover

- Examine the roles we play both in our work and at home
- Strive for perfection on the job
- Organize to prevent crisis
- How to meet impossible deadlines when work is received late or not at all
- Managing office staff and helping solve their problems
- Keeping confidences
- Dealing with the problems that arise daily
- Learn how to manage multiple duties at one time (knowing they will happen is our goal).
- Learn how to say "No" (cordially?) when appropriate and not feel guilty.

STEWARDSHIP PROGRAMS/CAPITAL FUND CAMPAIGNS (2.5 hours)

Overview

Administrative Staff may not be involved in the initial decision making process regarding a church's Stewardship Programs and/or Capital Fund Campaigns but it is important for them to have a thorough understanding of the process. They are usually expected to implement the necessary administrative duties involved.

Suggested Topics to Cover

- What is a Stewardship Campaign? What is a Capital Fund Campaign?
- How to use and work with the General Assembly annual Stewardship Packets
- Stewardship Training events held by presbyteries for church lay leaders and administrators
- Brief overview of a Stewardship Campaign/Capital Fund Campaign
- How the office support staff might be involved in the campaign(s)
- How to involve the membership in the church
- Time lines for campaigns
- Evaluation of campaigns (after the fact)
- Pledges: how to get them, what to do with them in the office (confidentiality)
- Reporting on the financial aspects of a campaign
- Special recognition for campaign workers
- Money for additional staff, campaign budget, files, etc.

SUPPORTING THE "EXECUTIVE STAFF" (2.5 hours)

Overview

Where the "action" is Supporting, coaxing, reminding, managing, assisting, serving, processing, maintaining, coordinating, checking, updating, compiling, etc. It would be interesting to identifying the "verbs," and then to consider all that is done in these areas in support of "executive" staff.

- review position descriptions to see (a) how much they actually reflect what an AP does in his/her job, (b) the relative balance between attention to particular tasks and how the position description is framed in support of "executive" staff. (Participants could/should bring position descriptions with them.
- What "executives" most need from their assistants at this point in time, given the changing nature of the church and the culture in which we live--
 - Time/calendar management
 - Information management
 - Technology management, etc.
- Assess the level of functioning of the "executives" in areas such as these mentioned above, with an eye toward the support they need from AP staff.
- Assess your level of functioning in these same areas, with an eye toward the additional training needed through continuing education, networking, etc.
- Revisit your position descriptions, in light of the last three * points--how might these position descriptions need to be reviewed/revised in order to reflect the current and emerging needs of the environment.

THE ART OF CALLIGRAPHY (2.5 hours)

Overview

Calligraphy comes from the Greek words “kallos” and “graphos: and means beautiful writing. Calligraphy can be both a delight to the eye and an inspiration to the spirit. In our technological age, the appreciation for the art of calligraphy has grown incredibly. Calligraphy is a fun hobby, a great business and a creative art. Anyone can do it and all you need is a pen and paper. It is a lot of fun, can be enjoyed by young and old alike and you don’t have to be an expert to enjoy it.

History of calligraphy

Styles of calligraphy/alphabets

Tools used for calligraphy

Types of writing papers

Uses for calligraphy

Suggested list of helpful books on calligraphy

THE BOOKS CALLED “THE APOCRYPHA” (2.5 hours)

Overview

This course is an overview of the books called The Apocrypha which are included in Roman Catholic and Eastern Orthodox Bibles but are excluded from most protestant Bibles. These 14 books are some of Biblical scholars’ major sources for the history and religious life of the Jewish community between the end of the Old Testament and the beginning of the New Testament.

Suggested Topics to Cover

- Content
 - Literary styles
 - Authorship
 - Canonicity
 - Present day importance
-

THE CHURCH AND PERSONS WITH DISABILITY (2.5 Overview

This course will not only address the physical accessibility of buildings but will also look at legalities, programs and employment issues.

Suggested Topics to Cover

- Legalities, ADA Requirements & Moral Compass to the Community
 - PCUSA'S official action relevant to ADA & GA's pronouncement
 - Presbyterian Health Education & Welfare Association (PHEWA)
 - Other church-wide activities
 - Implications of the ADA for people in church employment & building accommodations
 - Attitudes & physical barriers
 - Program planning
 - Resources available
 - Discussion on specific concerns & possible solutions
-

THE CHURCH OFFICE GUIDE TO COPYRIGHT LAW (2.5 Overview

Information all church staff need to know on the issue of copyright law.

- Scope of the Law
- *The Basis of Copyright Law*
- What does copyright law cover
- Who controls a copyrighted work?
- Making copies
- What is Fair Use?
- License Agreements
- Public Domain
- Copyright Duration
- What about information on the internet?
- Copyright Penalties
- Case Studies - Examples of Do's and Don'ts.

Resource: www.copyright.gov

TIME MANAGEMENT (2.5 hours)

Overview

The goal in this class is to learn the skills necessary to accomplish the following suggested topics:

Suggested Topics to Cover

- Looking at Time
 - What does it mean to you?
 - Things you want to accomplish in your lifetime
 - How/when will you fit them in?
 - Who/what requires your time?
 - What things always/never get done? Why?
 - What situations present time conflicts?
 - Strategies for assessing time management
 - Recognize your job objective.
 - Do a one-week time analysis, reviewing where you spend your time and what things are important and unimportant
 - Set daily time frames and goals– check on yourself and others to identify “time wasters” and how to eliminate them.

Realize when you’re most energetic time of the day is, when you’re down time is, and learn to plan your work accordingly.

 - Learn how to get the most from staff meetings. Stress importance of calendaring and planning for daily/weekly/monthly/yearly events that demand your time.
 - Learn to deal with mail and telephone calls in a positive manner.
 - Learn to set priorities. Use of a day-timer or Covey Franklin Planner - Long range planning, etc.
 - Strategies for using time effectively
 - Negotiation
 - Delegation
 - Having a list
-

WEB DESIGN AND GRAPHICS (5 hours)

Overview

This course is for those interested in advance Web page design techniques. Participants should already be comfortable with advanced HTML concepts. Topics include the secrets to good Web design, recognizing bad Web design ideas, making graphics load 3 times faster and slicing Web graphic interfaces using Paint Shop Pro.

Suggested Topics to Cover

Web Site Navigation

- Overview
- Web Site Identity
- Web Page Identity
- Web Site Date Stamps
- Navigation Etiquette
- Navigation Appearance
- Navigation Depth
- Navigation Models
- Content Quality Assurance
- Content Organization
- Web Design Mistakes

Web Site Framework

- Overview
- Web Site Design Models
- Design Model Spacing
- Background considerations
- The Creative Edge
- The Organizational Edge
- About HTML Editors
- The Secret to High-End Web Design

Accessibility

- Accessibility Standards Overview
- Accessibility Examples
- Accessibility Priority Levels
- Accessibility Guidelines
- Accessibility Guidelines Overview
- Provide Auditory and Visual Alternatives
- Building Consistent, Clear and Simple documents
- Provide Clear Navigation Mechanisms
- Don't Rely on Color Alone
- Define the Spoken Language for Each Document
- Create Tables Properly

Optimization

- About Content Optimization
- Bandwidth Concerns
- Recycling Graphics
- Content Reduction
- Content Division
- Graphic Optimization
- About Graphic Optimization
- Sizing Graphics Correctly
- Using Width and Height Attributes
- Compressing Graphics
- Web Graphic Formats

- GIF Graphic Optimization
- GIF File Format
- How to Compress a GIF File
- JPG Graphic Optimization
- JPG File Format
- How to Compress a JPG File
- JPG Compression Warning

Java Glow Buttons

- Overview
- Glow Button JavaScript
- Preserving Stock Graphics
- Preserving Buttons Recipes
- Basic Glow Buttons Example
- Pushdown Buttons Example
- Transparent Buttons Example

Interface Slicing

- Slicing Overview
- Colorizing the Glow Button
- Review Slicer Tools
- Slice the Yellow Buttons
- Slice the Blue Buttons
- Set the Button URL and ALT Tags
- Set on Mouse Over and on MouseOut
- Optimize the Interface Graphics
- Making the Glow Buttons Light Up

WOMEN'S EXPERIENCE IN THE CHURCH (2.5 Hours)

Overview

This course will survey the remarkable work women achieved in the church despite barriers placed on offices they were forbidden to hold and examine how and when those barriers came down.

Leadership

Presbyterian Woman or Clergy who attended any of the celebrations in 2005 and 2006 of the anniversaries for Women's ordination to deacon, elder and pastor

Suggested Topics to Cover

- Life cycle of Movements in America: First stage "Charismatic-allows women; Second Phase-consolidates and organizes, is the second generation-thy to keep things "decent and orderly-slowly move the women out; Third Phase-institutionalization-women became powerful in the local congregation-they did everything men didn't care about-foreign missions, teaching Sunday School ... etc
- The five primary forms Professional women have taken in the church: religious orders, deaconesses, missionaries, lay professionals and finally ordained clergy.
- Entering the male citadel: the first deacons, elders and women in seminary
- WOMEN OF THE CLOTH, Harper and Row-250.53 CAR-New Hope Resource Center
- Discuss the great things women have been able to accomplish
http://www.pcusa.org/womensadvocacy/thread-justice/spring_06/spring06.pdf
- <http://www.pcusa.org/womensadvocacy/thread-justice/spring-06/contents.htm>
- Look at a timeline for women being ordained
- Study some of the important women in this timeline
- Celebrate the gifts of Women

WRITING AND IMPROVING YOUR ELECTRONIC COMMUNICATION (2.5 Hours)

Suggested Topics to Cover

1. Before You E-Mail
 - a. Deciding When to Initiate an E-Mail vs. A Phone Call
 - b. Replying to E-Mail Messages
 - c. Is an E-Mail Disclaimer Necessary in a Religious Organization?
2. Composing Your E-Mail Message
 - a. Collecting Your Thoughts with the Five W's & One H
who, what, when, where, why and how.
 - b. Writing Subject Lines like a Newspaper Headline
 - c. Salutations - when it is necessary - when it is not
 - d. Your Signature Line - Too Much vs. Too Little Information
 - e. Proper use of Message Threads
3. Keys to Effective E-Mail
 - a. Simplicity is the key
 - b. Using Active Voice to Achieve Desired Result
 - c. Proofread, Edit and Revise
 - d. Spelling is Key to a Professional Image
4. Cyber Manners - Be Professional

- a. Setting the Proper Tone - Avoid ALL CAPS
 - b. Abbreviations and Emoticons - Business and Personal Usage
 - c. Politeness Markers
5. Formatting Your E-Mail Message
- a. Selecting Format Settings for Smart phones and Computer Users
 - b. Enhancing Readability
 - c. Sending Attachments with Care
 - d. Dealing with Viruses
6. How to Manage E-Mail Overload
- a. Controlling Your In-Box
 - b. Reducing Spam
7. Does Your Organization Need an E-Mail Policy?*
- a. Pros and Cons of an E-Mail Policy

*The instructor to provide samples of Religious Organizations E-mail policies as a guide.



CERTIFICATION FORMS



APA Certification Record for Level I

Name: _____

Address: _____

Phone: _____

Email: _____

Course Description	# Hrs	Date/Event/Location	Leader
Core Courses			
<i>Church History</i>	5.0		
<i>Office Administration – Part I</i>	2.5		
<i>Polity I</i>	5.0		
<i>Spiritual Growth & Discipline</i>	2.5		
<i>Theology in the Church</i>	5.0		
Elective Courses			
Core Courses - 20 hours			
Electives - 20 hours			
	40.0		
	hrs.		
	total		

Certificate presented at: _____

Date: _____

APA Certification Record for Level II

Name: _____
 Address: _____
 Phone: _____
 Email: _____

Course Description	# Hrs	Date/Event/Location	Leader
Core Courses			
<i>Directory for Worship</i>	2.5		
<i>Legal Matters</i>	2.5		
<i>Office Administration – Part II</i>	2.5		
<i>PC(USA) History Since Reunion</i>	5.0		
<i>Polity II</i>	2.5		
<i>Spiritual Growth & Discipline</i>	2.5		
Elective Courses			
Core Courses - 17.5 hours Electives - 27.5 hours	45.0 hrs. total		

Certificate presented at: _____
 Date: _____



APA Certification Record for Level III

Name: _____

Address: _____

Phone: _____

Email: _____

Course Description	# Hrs	Date/Event/Location	Leader
Core Courses			
<i>Book of Confessions</i>	2.5		
<i>GA Entities</i>	2.5		
<i>Polity III</i>	2.5		
<i>Safety in the Workplace</i>	2.5		
<i>Spiritual Growth & Discipline</i>	2.5		
Elective Courses			
Core Courses - 12.5 hours	50.0		
Electives - 37.5 hours	hrs.		
	total		

Certificate presented at: _____

Date: _____



**Administrative Personnel Association
 Certification Grant Application
 For Hosting One Day Seminars**

INSTRUCTIONS

- 1) Fill out this form completely.
- 2) Send the form with the seminar information to your regional certification chair a minimum of 30 days before the event.
- 3) The regional certification chair (within 10 days of receipt) will approve, sign and date the application and forward to the National Certification Chair for approval.
- 4) The National Certification Chair, if approved, will forward to the Treasurer to issue a check within 30 days of receipt of the application. The National Certification Chair will also send a copy of the approved application to the applicant, regional certification chair and regional president.

PLEASE NOTE: LIMIT-ONLY ONE GRANT APPROVED ANNUALLY PER APPLICANT

Host or Sponsor of Event

Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____ Email _____
 Region _____ Amount Requested _____
 (\$100 Limit)

Make Check Payable to: _____

Reason for Grant Request

Official Signatures

Host/Sponsor _____ Date _____
 Regional Certification Chair _____ Date _____
 National Certification Chair _____ Date _____

Accounting Use Only

Date Approved _____ Amount Approved _____ Date Check Sent _____



National Certification Council Meeting

Proxy

The undersigned appoints _____ as my proxy, to vote on my behalf at the Certification Council Meeting of the Administrative Personnel Association, on _____.

Signature: _____

Date: _____



APA WRITTEN MOTION FORM

NAME _____
DATE _____
MEETING _____

WRITTEN MOTION

RATIONALE

FOR SECRETARY USE ONLY

Seconded _____ Carried _____ Not Carried _____

Is A Task Force Being Formed? Yes _____ No _____

Members: _____

To Be Followed Up By _____

Proposal To Be Presented By What Date _____

Amendment

Seconded _____ Carried _____ Not Carried _____



ONE DAY SEMINARS GUIDELINES

Sponsored by Presbyteries, Seminaries, or Local APA Chapters at Churches

In order to expand the opportunities for continuing education and APA certification, presbyteries, seminaries, APA local chapters and agencies of the PCUSA are encouraged to offer one or more courses approved for APA certification as part of their regular (church) leader training (i.e., “presbytery day”). Special one-half or day events, co-sponsored by APA & PCUSA entities can also be held at churches.

Determine Class(es) Needed

- (1) Contact the National Certification Chair for approval and APA approved course guidelines
- (2) Contact your regional certification chair to determine which classes are most needed in your area. Determination of classes will then ascertain time needed to schedule (1/2 day or full day).

Courses must be offered for the full required time and meet the requirements as outlined in the APA Certification Program. Breaks are encouraged but must not include the class time. (See Certification Brochure)

Determine Place to Hold Workshop

This can be at a church or agency as well as seminary, presbytery, or other related places. Workshop leaders may determine the place (i.e., Presbytery Office) as well as room needed for class(es). Depending on the length of class(es), lunch may be needed.

Determine Workshop Leaders

Request clergy, certified church professionals, including certified APA members, and those with expertise in specific business related fields to serve as instructors. Negotiate reasonable and customary honoraria for your region prior to finalizing commitments with instructors. Some will waive honoraria, but will expect to be reimbursed for travel and supplies. Confirm arrangements with each instructor in writing (including any items needed for their class). Ask instructors to submit brief biographies and suggested reading lists no later than 60 days prior to the seminar.

Who’s Invited

Anyone may attend; staff of churches, agencies or governing bodies of PCUSA. APA does not differentiate in fees between members and guests. We encourage staff from all churches to attend but we are decidedly PCUSA in our polity, etc. classes. For those classes held in churches, APA encourages attendance by the session and church staff when offering classes pertaining to session committees.

Determine Fees

Cost (registration fee) will depend on the amount of honorariums to leaders, the costs for copies, mailing, and lunch. Amounts will vary based on customary charges in each region. To keep the fee to a minimum, give attendees the option of a lunch, if classes are less than ½ day. Another alternative is a continental breakfast.

Determine who is responsible for collection, management and disbursement of the fees. In the past our financial secretaries of the local presbytery ran it through their accounting system. The goal is to collect enough to break even after expenses thereby keeping the fees as reasonable as possible. Since it is an APA sponsored event, any additional monies should be disbursed by recommendation of the National APA Treasurer.

Getting the Word Out

Ask your presbytery for possible lists of local churches/agencies in the area. Check with the President of the region as well as the National Office Manager. The latter may be able to email you a label list of members in your area. This list is NOT to be used for sale, loan or rent or for use in any other way.

The brochure or mailing, which should be mailed six to eight weeks prior to the scheduled event, should advertise the course as “Approved for APA Certification Course.” Invitation need not be limited to APA members in the area.

Determine Additional Content

Have an enthusiastic APA member do a brief presentation about APA, offering brochures and information for non-members in attendance. A list of non-members (including their address) should be sent to the national office for any mailings.

At the beginning of a workshop, make sure that attendees are advised, that in order for the class to count toward APA Certification:

- Their membership dues must be paid within the same physical year the class was taken
- Application for certification must be on file with the fee paid
- One must be present during the entire duration of the class time

Information on guests' classes is kept for one year if membership is not invoked.

Make sure that sign-in sheets are provided at the beginning of the class and initialed by each at the end of the class. Send sign-in sheets to the regional certification chairperson asking that copies be forwarded to other regions if needed.

It is recommended that events of this nature are limited to one day or a half-a-day. A fellowship time including light refreshments during registration is a good idea. You might want to include lunch if you are offering one of the five hour courses.

In addition to local workshops, classes are also offered at each of the nine regional conferences. Please check the website (pcusa-apa.org) for current dates and locations.

Grant Money Available

There is money available of up to \$100 to assist a member in promoting APA (to host a one-day workshop or a lunch gathering, etc.). If you would like to apply for a grant, fill out the grant application form and submit it to your regional certification chair.

**ANNUAL REGIONAL REPORT
ADMINISTRATIVE PERSONNEL ASSOCIATION, INC.**

REGION: _____

DATE: _____

Within two weeks of the end of your regional conference, the **Regional President, Certification Chair and Membership Chair** should each complete this form and send to the National Office Manager, APA Webmaster, National Certification Chair and National Membership Chair.

NEW REGIONAL OFFICERS

President

Name
Address
Phone
Email

President Elect

Name
Address
Phone
Email

Past-President

Name
Address
Phone
Email

Secretary

Name
Address
Phone
Email

Treasurer

Name
Address
Phone
Email

CERTIFICATION CHAIR

Members Name and Address Certified at Regional Conference

LEVEL I

LEVEL II

LEVEL III

MEMBERSHIP CHAIR

MEMBER NAME, ADDRESS AND EMAIL CHANGES

NEW LIFE MEMBERS

REMOVE FROM LIST

**APA CERTIFICATION COUNCIL
GUIDELINES AND SCHOLARSHIP REQUEST FORM**

FOR CERTIFICATION COUNCIL MEMBERS

This Scholarship Request is for financial assistance for one council member to help defray the cost of attending the national conference. It is awarded annually. *If your region pays your total expenses to attend the National Conference you may not apply.*

Personal Information:

Name: _____

Address: _____

Phone: _____

E-mail: _____

APA Region: _____

Employment Information:

Employer: _____

Amount of Continuing Education money from your employer: \$ _____

Amount region contributes: \$ _____

Applicant's Signature _____ Date _____

DEADLINE FOR SUBMITTING APPLICATIONS IS MAY 1st

Submit Scholarship Application to the National Certification Chair. It will be reviewed by the National Chairperson, the Vice-Chair and one member at large (appointed by the Chair) from the council.

Award Amount: \$100