



GREAT LEADERS WANTED

NCSEA U returns for its 7th year and will be held in conjunction with the NCSEA 2020 Leadership Symposium in Anaheim, California. The theme, ***Engagement Strategies for Improving Program Performance*** will learn to use successful engagement strategies to improve their child support program. In addition, participants will be exposed to some basic change management and project management principles. Each student will develop a strategy to improve one aspect of engagement to take back to their office and help improve outcomes for their own child support program.

Why consider NCSEA U?

Professional Development

NCSEA U is designed to elevate the educational level and performance of child support leaders, providing enhanced professional development opportunities and knowledge to make a transformative impact on the IV-D program.

NCSEA U alumni tell us that NCSEA U offers valuable skills and networking opportunities, as well as discussions about real-time workplace happenings. They have walked away with new skills, confidence about how to implement programs in the workplace, and access to a network of professionals from across the country. In feedback, 100% of past participants say it was a valuable experience and would recommend it to a colleague.

Networking

During their sessions, NCSEA U participants create and foster a peer network of peers, making important connections with colleagues from around the country. They instantly join a network of over 150 NCSEA U alumni who are active in helping shape child support today.

Instructors

The 2020 NCSEA U instructors - Erin Frisch, IV-D Director– Michigan and Wally McClure, Ravenswing Consulting (and former Washington State IV-D Director) – bring knowledge and experience to the 2020 NCSEA U program.

Course Offering

Included in NCSEA U are: a Pre-Conference Get Acquainted Webinar, on-site sessions, one post-event webinar, plus networking events at Leadership Symposium. For the full course list and descriptions, visit: <https://www.ncsea.org/2019-ncsea-u-course-description/>

Future Leaders

The premier educational offering for leaders and emerging leaders in child support. You should consider participating in NCSEA U if:

- You are a current or “emerging” leader in the child support community interested in current Child Support leadership trends and best practice initiatives that make a transformative impact on the IV-D program;
- Your job includes managerial responsibilities; and
- You are dedicated to enhancing the performance and service levels of your organization.

Overview of the 2020 NCSEA U Program

NCSEA U classes are for child support managers and staff who make real-time, often crucial decisions about organization-wide operations and administrative functions. These individuals are the current and emerging leaders in the child support community. NCSEA U participants will have a unique opportunity to make important connections with colleagues and build an ongoing peer network.

This year's program - ***Engagement Strategies for Improving Program Performance*** - will include the following aspects:

1) Getting to know you Webinar- Introductions and Course Objectives

2) Pre-Conference Webinar: Engagement Strategies 101 - Program Performance Basics and the Power of Engagement

What we measure and why we measure are intended to help us understand if we are meeting our goals. New strategies are needed to continuously improve. We'll discover the powerful potential of engagement and consider our part as child support professionals in the greater scheme of public service. We'll consider the ways our "why" intersect with the "whys" of those we hope to engage in service to families, and how our mutual purpose relates to those goals.

3) In Person: Engagement Strategies 201 - Engaging Our Leaders and Our Teams

No strategy will succeed without our employees feeling empowered and engaged. Explore the successful strategies for employee engagement, while managing up your own chain as well. Understand how solid change management principles play a vital role in success.

4) In Person: Engagement Strategies 202 - Engaging the Public, Partners, and Lawmakers

Creating an on-going relationship with lawmakers and the public up front, means a smoother road for continual improvement. Explore ways to make this happen without treading on toes or on thin ice. Delve into several model public outreach strategies.

5) In Person: Engagement Strategies 301 Engaging Parents: Successful Strategies.

This class provides models and examples of innovative approaches to motivate parents to collaborate with us in our efforts to help them support their children. Discover how excellent project management provides a foundation to continuous improvement.

6) In Person: Wrap-Up

Key take-aways, and final touches on an engagement plan focused on an audience and message of your choosing.

7) Post-Conference Webinar: Engagement Strategies 400 – Applying the Knowledge

This class wraps up and reinforces the series content. Participants will have a opportunity to discuss and provide feedback on what was learned during the courses and share status of their action plans and goals.

Applications accepted beginning March 1, 2020.