

USAID EXPERIENCE CITATIONS

Since 2000, the Graduate School has partnered with USAID to provide training and related services to headquarters and mission personnel. Our experience and flexibility allows us to serve the multiple needs of USAID through tailored or customized courses designed for individual missions and their project initiatives. Since 2000 2,500 USAID participants have attended our courses.

Missions and Headquarters: Afghanistan, Bangladesh, Benin, Botswana, Brazil, Egypt, El Salvador, Ethiopia, Colombia, Ghana, Haiti, Honduras, Hungary, Jamaica, Jordan (for Jordanians and Iraqis), Kazakhstan, Macedonia, Madagascar, Mali, Malawi, Mozambique, Morocco, Nigeria, Peru, Romania, Senegal, South Africa, Tanzania, Uganda, Ukraine, Zambia, Zimbabwe, and Washington, DC.

Selected Programs Conducted for USAID

USAID Financial and Audit Management Overview was designed and developed specifically for USAID personnel by the Graduate School in 2001. Every fiscal year USAID employees receive an overview of key financial and administrative policies, procedures and controls and other elements of financial and audit management.



Public Speaking and Presentation Skills workshops are designed to help organize clear, concise presentations for any size audience; to manage speaking stress better; to use visual aids that add impact to speaker's message and to manage the audience Question and Answer exchange.

Speaking with Confidence workshop is designed to present yourself as an energetic, dynamic person who has something powerful to say and command the attention of everyone in the room. The course prepares participants to develop a natural presentation style, open and close a speech effectively, reinforce main message, generate appropriate questions and capture audience's attention.

Comprehensive Office Management workshop is designed to learn practical strategies and gain hands-on experience to raise the performance level of his/her office. Participants acquire skills in team building, goal setting, leadership development, conflict resolution and decision making, they learn to work with others to set goals, improve performance and develop leadership skills.

Leadership & Management workshops are designed to learn the essential skills to gain the respect and support of others. Participants learn to handle different personality types, delegate effectively, overcome conflict without making enemies, and build stronger, more successful teams.



NGO Financial Management course is designed to learn how to ensure donors can easily determine that resources are wisely and effectively utilized by the NGO and related organizations; increase the accuracy of accounts, reports and financial plans; analyze, understand and raise questions about financial reports presented by the finance staff; and use financial management practices that conform to generally accepted accounting principles (GAAP) and International Accounting Standards (IAS).

Executive Survival Skills for Supervisors workshop is developed to address theoretical and practical aspects of leadership essentials for survival in today's changing environment. Executive Core Qualifications (ECQs) addressed: Leading People, Leading Change, Building Coalitions/Communications and Business Acumen.

Federal Appropriations Law workshop is designed to cover interpretation and application of federal appropriations law to the use of appropriated funds and addresses the relationship of agency budgets to appropriations; propriety, timing and legality of certain types of expenditures; and provides the basis to make legal decisions.

Dealing with the Media workshop is designed to learn how to effectively and proactively deal with the media. Participants address the most common media situations, such as news conferences, media interviews and press releases; as well as explore special or unique circumstances, such as managing a crisis.

USAID Correspondence Skills and USAID Advanced Writing workshops are designed to help employees develop ideas on paper to create well-constructed and logically presented letters, memos, and reports. All techniques are taught in the context of the USAID formats for work-related correspondence.

Other Writing courses (Proofreading, Editing for Impact, Effective Government Correspondence, Managing Other's Writing, Clear Writing Through Critical Thinking, Report Writing, Writing for Results, etc) and

Communication Courses (Interpersonal Skills, Effective Communication with Customers, E-mail Etiquette, Listening and Memory Development, etc).

