

**Stepping Stones Agencies
presents**

**Step One Institute's 2012
Schedule Of Professional and
Organizational Development Opportunities**

January	Skills and Mechanics of the Helpline Call
January	Stepping Stones Service Program Operations Procedure Manual Training
February	Certified Community Advocate Training Certification for Level II
February	Intake, Assessment and Triage: Performance and Documentation
February	Excellence in General Customer Service
March	Certified Community Advocate Training Continuing Certification Level III
March	Caregiving v.s. Caretaking
March	Advocacy and Mechanics of the Service Matrix
April	Certified Community Advocate Training Certification for Level I
April	Customer Service and Not-For-Profit Social Enterprise
April	Childhood Trauma and Implications for Personal Development: How We Can Really Help Families
May	Certified Community Advocate Training Continuing Certification for Level III
May	Excellence in General Customer Service
May	Step One Foundation, Inc. Social Enterprise Operations Manual Training
June	Certified Community Advocate Training Certification for Level II
June	Helpline Skills Development

June	Cultural Diversity: Not-for Profit Management
July	Dynamics of Victimization, Post Trauma and Personal Development
July	Transitional Living Programs: Structure, Documentation and Aftercare Planning
August	Certified Community Advocate Training Certification for Level I
August	Substance Abuse: Over the Counter, Prescription, Alcohol and Other Illegal Drugs
September	Excellence in General Customer Service
September	The Real Job of an Advocate
September	Intimate Violence: Advocacy as a Primary Response
October	Certified Community Advocate Training Certification for Level II
October	Dating Violence: "Safe Dates" and Primer
October	Celebrating Achievements: Feel, Felt, Found Fellowship
November	Ethics in Not-for-Profit Management
November	Gratitude: The Basic Ingredient of Great Community Service
December	Aftercare Planning: Posture, Mechanics and Documentation
December	Better Life/Better Choices



Specific dates, times and program descriptions will be available by January 1st, 2012. Call Stepping Stones Agencies' business office at 928.772.4184 or go to our website at www.SteppingStonesAZ.org for more information.