



VIRTUAL PROFESSIONAL DEVELOPMENT WORKSHOPS

FALL 2020

SPONSORED BY STEPS (SUPPORT AND TRAINING FOR THE EVALUATION OF PROGRAMS) AND INSPIRED BY COMMUNITY FEEDBACK

Are Your Clients Satisfied?

Presented by: Jeanette Harder, Ph.D., CMSW and Daniel Kreuzberg

Thursday, September 24, 2020 | 1 P.M. – 3 P.M. (virtual)

Cost: \$40 (includes 2 CEUs) | [Click here to register for 09/24!](#)

Client satisfaction surveys are notorious for low response rates. When we do get them back, the responses aren't always helpful. Let's talk about strategies for overcoming these trouble spots, and increasing the usefulness of survey responses. This interactive webinar will give you knowledge and skills to construct a satisfaction survey and a plan for administering it. We will also discuss ways to maximize the usefulness of results.

Choosing a Measurement Tool

Presented by: Jessica Groeneweg, LICSW and Lizeth Fraire

Tuesday, October 20, 2020 | 1 P.M. – 2 P.M. (virtual)

Cost: \$25 (includes 1 CEU) | [Click here to register for 10/20!](#)

Finding a tool to measure client outcomes is tough! You need to consider what you want to measure and how you want to measure it, as well as how a diverse range of clients will react to it. Attendees will discover ways to find outcome measurement tools, learn about validity and reliability, and gain skills in choosing the right tool for your program.



Conducting a Needs Assessment

Presented by: Claire Rynearson, MPA, LICSW and Daniel Kreuzberg

Thursday, November 12, 2020 | 2 P.M. – 3 P.M. (virtual)

Cost: \$25 (includes 1 CEU) | [Click here to register for 11/12!](#)

Identifying creative solutions requires organizations first to pinpoint and confirm community or agency needs. This interactive webinar will review the fundamentals of conducting a quality needs assessment. Attendees will learn strategies for assessing gaps between current and desired impact as well as how to best utilize those results.

Zoom information and handouts will be provided to all paid registrants two days prior to each webinar.

Questions? Contact Michelle Nelsen (mdnelson@unomaha.edu)

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