



Management Training Program Frequently Asked Questions (FAQs)

1. What is the SFFSN Management Training Certificate Program?

- The Family Services Alliance (FSA) has developed a series of trainings designed to support the development of knowledge and practice of social service agency managers among family support programs.
- An individual who successfully completes the full series of trainings will receive a certificate of completion.

2. For whom is the Program intended?

- This program is intended for program directors, managers, administrators, coordinators, case managers of family support organizations who manage social service agencies and programs. This may be useful for those who do not have a degree in organizational leadership, non-profit management, business, administration, or a related field.

3. What are the benefits?

For Social Service Agency Leaders:

- Increased knowledge and practice in the development of effective staff teams
- Performance and organizational tasks for social service agency leaders
- Implementation strategies for results-oriented management
- Participative management
- Systemic interventions to support operations and direct services to families

4. How does the Management Certificate Training Program work?

- Participants who participate in the Management Training Program and complete the required trainings listed below will receive a certificate of completion.
- The trainings will be offered throughout the year and participants can enroll in the program at any time.

5. What if I have already taken FSA Management and Case Management trainings?

- Trainings must have been completed within the last two years.
- Credit will be given to participants who have participated in any of the previously offered trainings.
- Credit is only offered for trainings provided by FSA.

6. What does it cost?

- There is no cost for participation in the Management Training Program, or for receiving a certificate of completion, other than the training registration fees for each training.

7. How do I get started?

- Complete and submit the Management Training Program Registration Form. The registration form can be found on the FSA website.
- Once the completed registration form is received by FSA, we will track your progress and send



reminders when the next Management training is being offered.

8. What are the Trainings?

Core Trainings:

1. Standards of Quality for Family Strengthening & Support Certification
2. An Introduction to the Protective Factors

Management Trainings

1. Management 101: Supervision in Social Services
2. Management 102: Reflective Supervision
3. Management 103: Giving/Receiving Feedback and Having Difficult Conversations
4. Management 104: Power Dynamics in the Workplace

9. When are the Trainings offered?

- Trainings are offered throughout the year. Upcoming trainings can be found on our website.