

Coaching/Consulting Services for Nonprofits



The Kentucky Center for Performance Excellence Nonprofit Coaching/Consulting Services (KyCPE – NCS) helps Kentucky nonprofits improve their operational and financial performance, create opportunities for innovation, and improve community and workforce outcomes through customized, comprehensive coaching/consulting services based on the Baldrige Excellence Framework.

Six Step Coaching/Consulting Process

- Financial Benchmarking
- Operations Review
- Report of Findings and Recommendations
- Development of Prioritized Plan for Improvement
- Provide Professional Resources
- Tracking Journey to Success



Organizational Assessment

During the Financial Benchmarking and Operational Review, there may be seven Organizational Areas and nine Functional Areas evaluated (depending upon expressed needs)

- **Organizational Areas (based on the Baldrige Excellence Framework)**
 - *Leadership, Strategy, Customers, Measurement / Analysis / Knowledge Management, Workforce, Operations, and Results*
- **Functional Areas (Based on the Principles and Key Elements for Success)**
 - *Workforce Engagement, Recipient (Customer) Satisfaction, Funding Source Requirements, Recipient (Customer) Outcomes, Facilities Management, Financial Processes, Finding-Onboarding-Retaining the Workforce, Technology, and Procurement.*

Professional Coaches/Consultants

KyCPE has a network of professional coaches/consultants who have helped Businesses achieve success. Some of the areas in which they have worked successful with clients are as follows:



*Organizational, Operational, and Financial Assessments
Strategic Plan Development, Implementation, and Management
Operational and Financial Improvements
Costs Analysis and Cost Reduction Strategies
Workforce Engagement and Retention
Business Process Alignment
Performance Turnarounds*