

The NTI logo consists of the letters "NTI" in a bold, white, sans-serif font, set against a solid green square background.

NEIGHBORWORKS TRAINING INSTITUTE

FEBRUARY 23 – 27, 2026 • CHICAGO, IL

A wide-angle photograph of the Chicago skyline at dusk, with the city lights reflecting on the water. In the foreground, the snow-covered Millennium Park is visible, featuring the large Ferris wheel and the modern architecture of the park's buildings.

BUILDING CONNECTIONS, BUILDING SOLUTIONS

A FULL WEEK OF PROFESSIONAL LEARNING

COMPLETE WITH:

- ▶ More than 75 cutting-edge courses, many new or updated
- ▶ A myriad of networking, peer learning and personal development sessions
- ▶ Career-enhancing credentials

REGISTER BY DEC. 14, 2025 AND RECEIVE

\$150 OFF YOUR REGISTRATION FEE.

Use the code **NTICSAVE** at checkout to receive this early-bird discount!



WELCOME TO CHICAGO

GREETINGS! I am delighted to welcome you to the 2026 NeighborWorks Training Institute (NTI) in Chicago, a city defined by resilience, innovation and deep roots in community development and pride. It's the perfect backdrop for NeighborWorks® America to begin the year with a renewed focus on learning, leadership and collaboration.

This year's theme, **Building Connections, Building Solutions**, captures what the NTI is all about: bringing together professionals from across the country to share ideas, strengthen relations and create practical solutions that help communities thrive.

I invite you to browse our new and updated courses that will equip you with the knowledge and tools to impact and empower the communities you serve. By choosing to attend the NTI Chicago, you are speaking volumes to what it means to build solutions for your community. We know it takes commitment to leave your communities and organizations to invest in your own growth. This training is both a celebration and an opportunity. It is also a moment to pause, reflect and take pride in the work you do every day to build stronger, more resilient places to call home.

Join us in the Windy City for expert-led courses designed to expand your skills and deepen your impact. In addition to classroom learning, you'll find inspiration and insight through peer networking, the opening plenary and other opportunities to connect throughout the week.

As industry leaders, we take pride in offering you new and updated courses that reflect the evolving needs of our industry. A few highlights include:

- ▶ Building Healthy Communities for Comprehensive Outcomes (NR160)
- ▶ The Power of Communication: Talking, Listening and Messaging (CB108)
- ▶ Building Legacies: Property Inheritance and Estate Planning Strategies for Housing Professionals (HO233)
- ▶ Unlocking Your Team's Potential with AI (ML150)

Whichever path you choose, you'll leave Chicago with fresh perspectives, practical tools, valuable knowledge and new connections to advance your work and your organization's mission.

Register early to secure your preferred courses, and while you're here, don't forget to grab some Garrett's popcorn!

I look forward to seeing you in Chicago and learning alongside you.



**Marietta Rodriguez, President
& Chief Executive Officer**

"This training is both a celebration and an opportunity. It is also a moment to pause, reflect and take pride in the work you do every day to build stronger, more resilient places to call home."

Marietta Rodriguez

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THANKS TO OUR SUPPORTERS

JPMorganChase





WELCOME TO CHICAGO

Here's what we're doing at the NeighborWorks Training Institute in Chicago to maximize your learning, your growth, and your fun...



WE'RE KEEPING YOU ENERGIZED!

We'll keep the beverages flowing – two beverage breaks in the morning and one in the afternoon. In addition, late morning and afternoon breaks will include to-go snacks! Chicago is known for great places to dine, so don't fill up on those snacks!



WE'RE HELPING YOU CONNECT WITH YOUR COLLEAGUES

We've got fun ways to connect with your peers from around the country. New ways to foster discussions that can enhance your work, your career and your time in Chicago! Check out the free activities listed on page 22. We look forward to relaxing with you outside of class hours.



AND WE HAVE MORE COMING...

Lunch is on us for our Opening Plenary! Join us to eat with your colleagues and hear about what's happening at this event – as well as the new things we're planning in the coming months to make your professional learning experience even better. We'll also be adding in networking and professional and personal development activities over the coming weeks, so be on the lookout for email announcements and add these sessions to your schedule.

See You Soon in the Windy City!

COURSES OFFERED AT THIS EVENT

COURSES OFFERED AT THIS EVENT			FEB			
			TUITION	MON 23 TUES 24	WED 25	THURS 26 FRI 27
AFFORDABLE HOUSING						
AH101	The Fundamentals of Affordable Housing Development	\$850				
AH111	Using the CDBG Program	\$425				
AH113	Using the HOME Program UPDATED!	\$850				
AH115a	Using the Low-Income Housing Tax Credit (LIHTC) Program	\$850				
AH115b	Using the Low-Income Housing Tax Credit (LIHTC) Program	\$850				
AH121	Real Estate Finance Nuts and Bolts	\$425				
AH142	Designing Affordable Housing From Project Concept to Blueprint	\$850				
AH221	Rental Housing Development Finance	\$850				
AH226	Creative Project Financing Strategies	\$425				
AH240	Creating Partnerships to Advance Affordable Housing	\$850				
AH256	Shared Equity Housing: Creative Models to Preserve Affordable Homeownership	\$850				
ASSET MANAGEMENT						
AM121	Nuts and Bolts of Asset Management (CHAM)	\$1,275				
AM225	Affordable Housing Finance Workshop for Asset Managers	\$850				
AM290	Asset Management Fundamentals (CHAM)	\$1,275				
AM291	Financial Fundamentals for Asset Managers (CHAM)	\$850				
AM321rq	Advanced Financial Tools for Asset Managers (CHAM)	\$1,275				
AM351rq	Advanced Housing Asset Management (CHAM)	\$2,000				
COMMUNITY AND NEIGHBORHOOD REVITALIZATION						
NR101	The Essential Tools of Successful Neighborhood Revitalization UPDATED!	\$850				
NR102	Strategies to Meaningfully Engage Stakeholders in Revitalization Planning UPDATED!	\$850				
NR160	Building Healthy Communities for Comprehensive Outcomes NEW!	\$850				
NR190	Make It Creative: Leveraging Arts and Culture for Affordable Housing and Community Development	\$850				
NR257	Working with Municipal Government Agencies	\$425				
NR290	Make It Count: Measuring the Impact of Arts in Your Community	\$425				
NR390	Make It Last: Integrating Arts and Analysis to Leverage Creative Community Development	\$850				
COMMUNITY ECONOMIC DEVELOPMENT						
ED101sv	Community Economic Development Principles, Practices, and Strategies	\$850				
ED110	Analytical Tools and Methods Used in Community Economic Development	\$425				
ED120	Commercial Real Estate Development	\$850				
COMMUNITY ENGAGEMENT						
CB107	Community Engagement and Activation Strategies NEW!	\$850				
CB108	The Power of Communication: Talking, Listening and Messaging NEW!	\$850				
CB121	Transforming Conflict Into Action	\$425				
CB127	The Role of Women in Transforming Communities UPDATED!	\$425				
CB235	Community Engagement Leadership and Management UPDATED!	\$850				
CB277	The Building Leaders, Building Communities Experience: Facilitator Training	\$1,275				
CB730	Working Lab: Designing Stakeholder Engagement Plans NEW!	\$425				
CONSTRUCTION AND REHAB						
CP101	Housing Rehabilitation Design and Construction Basics	\$850				
CP145	Project Management for Construction and Rehab	\$850				
CP153	Basic Blueprint Reading	\$425				
CP255	How to Conduct a Rehab Home Inspection	\$1,275				

100 Level Fundamental course		200 Level Intermediate course		300-400 Level Advanced course		TUITION	FEB		
							MON 23 TUES 24	WED 25	THURS 26 FRI 27
FINANCIAL CAPABILITY, HOUSING EDUCATION AND COUNSELING (PRESENTED BY NCHC)									
H0111	Home Equity Conversion Mortgages UPDATED!					\$2,125			
H0200	Ready, Set, Prep: Tackling the HUD Counselor Exam Step by Step					\$1,275			
H0208	Building Skills for Financial Confidence					\$850			
H0209	Delivering Effective Financial Capability Programs					\$850			
H0210	Practice, Study, Success: Test Strategies for HUD's Counselor Certification Exam					\$850			
H0211	Credit Counseling for Maximum Results					\$1,275			
H0213	Fair Housing - What Professionals Need to Know					\$425			
H0229	Homebuyer Education Methods: Training the Trainer UPDATED!					\$2,125			
H0233	Building Legacies: Property Inheritance and Estate Planning Strategies for Housing Professionals NEW!					\$1,275			
H0234	Pathways to Sustainable Homeownership: Creating Opportunities and Building Financial Security NEW!					\$850			
H0247	Post-Purchase Education Methods UPDATED!					\$2,125			
H0248	Cracking the Code: HUD Compliance for Housing Counselors					\$850			
H0250	Homeownership Counseling Certification: Principles, Practices and Techniques, Part I					\$2,125			
H0274	Rental Housing Certification: Part 1					\$1,275			
H0288	Rental Eviction Intervention Certification: Part 1					\$1,275			
H0310	Financial Coaching: Helping Clients Reach Their Goals					\$850			
H0345	Foreclosure Intervention and Default Counseling Certification, Part I					\$2,125			
H0360	Homeownership Counseling Certification for Program Managers and Executive Directors					\$2,125			
H0375	Financial Capability Program Design for Managers					\$850			
H0380	Compliance Check-Up for HUD Housing Counseling Program Managers and Executive Directors					\$1,275			
H0385	Using Trauma-Informed Skills in Financial Coaching					\$850			
H0388	Rental Eviction Intervention Certification Part 2: Program Design and Delivery					\$850			
NONPROFIT MANAGEMENT AND LEADERSHIP									
ML109	Developing Your Leadership Potential UPDATED!					\$425			
ML120	Strategic Thinking and Planning					\$850			
ML145	ABCs of Managing Projects and Collaborators					\$850			
ML150	Unlocking Your Team's Potential With AI NEW!					\$850			
ML162	Marketing Your Programs and Organization UPDATED!					\$850			
ML172	Fundamentals of Sustainable Funding: Engaging Individual Donors UPDATED!					\$425			
ML173	Grant Proposal Writing UPDATED!					\$850			
ML210	Operational Strategies for Organizational Success					\$425			
ML240	Board Oversight and Governance UPDATED!					\$850			
ML251	Developing Successful Partnerships with Native Organizations					\$850			
ML252	Money and Mission: Linking Assets and Outcomes for Success and Sustainability UPDATED!					\$850			
ML266	Brandraising: Raising money and visibility using smart communications UPDATED!					\$425			
ML269	Social Media Intensive for Nonprofits UPDATED!					\$850			
ML280	Coaching Skills for Managers UPDATED!					\$850			
ML283	Advanced Negotiation: Mastering Difficult Conversations					\$850			
ML284	Influence Without Authority: Persuasion Skills You Never Knew You Had!					\$425			
SINGLE-FAMILY AND SMALL BUSINESS LENDING									
LE210	USDA Section 502 Direct Loan Application Packaging: Affordable Rural Homeownership UPDATED!					\$825			
RURAL COMMUNITY DEVELOPMENT									
LE210	USDA Section 502 Direct Loan Application Packaging: Affordable Rural Homeownership UPDATED!					\$825			

NEIGHBORWORKS PROFESSIONAL CREDENTIALS

Our micro-credentials, certifications and certificate programs position you as a better candidate for future job advancement – while paying off today for your organization and the constituents you serve. Invest in your NOW and earn the credentials and future you deserve!



MICRO-CREDENTIALS

Our growing roster of micro-credential offerings presents a series of focused courses that, upon completion, demonstrate your knowledge and skill in specific content areas.

- ▶ Competitive career advantage
- ▶ Affordability
- ▶ Focused learning
- ▶ Convenience

NCHEC CERTIFICATIONS

Nine specialized certifications for housing practitioners that support the requirements of HUD and the National Industry Standards for Homeownership Education and Counseling.

- ▶ Directly applicable
- ▶ Sign of quality services
- ▶ Key to funding opportunities
- ▶ Professional growth

PROFESSIONAL CERTIFICATES

Our professional certificate offerings provide a comprehensive, in-depth educational experience.

- ▶ Comprehensive curriculum
- ▶ In-depth coursework
- ▶ Continuous education
- ▶ Peer-to-peer exchange

Find out more about how you can better serve your community and better position yourself in your profession! Visit NeighborWorks.org/Credentials.



For a complete list of course offerings for this institute, check out the course grid on page 5. To read full course descriptions for each content area and to register online, visit <https://collaboration.net/ntichicago2026>

AFFORDABLE HOUSING

AH101 The Fundamentals of Affordable Housing Development

In this comprehensive overview of the real estate development process, learn to evaluate the pros and cons of real estate development and how they can affect an organization's goals. Discuss project assessment, acquisition, finance, construction, marketing, pre-leasing, leasing, and management. Using examples and on-site exercises, we'll review the roles, risks, and rewards of real estate development. This course is for managers working in organizations considering real estate development. It is part of the Consortium for Housing and Asset Management curriculum for Nonprofit Housing Management Specialists (NHMS) seeking the Certified Housing Asset Manager designation. For more information, visit www.chamonline.org

AH111 Using the CDBG Program

The Community Development Block Grant is still the basic ingredient of many federal programs. Get a clear understanding of CDBG — what you can do with it and what you can't, and how it affects nonprofits in their activity delivery costs, loans and grants, and as recipients of HOME and HOPE funds.

AH113 Using the HOME Program

The HOME Investment Partnerships Program is a key source of funding for affordable housing development. This course provides an updated overview of the program, including recent changes to tenant protections, subsidy limits, and compliance requirements. Learn how HOME funds can be used to attract nonfederal support, support small-scale rental projects, and align with other federal housing programs. The course clarifies common misconceptions and highlights new opportunities for subrecipients, including community housing development organizations and land trusts. Recommended for nonprofits and community-based organizations involved in housing development.

AH115 Using the Low-Income Housing Tax Credit (LIHTC) Program

This introduction to low-income housing tax credits covers various IRS regulations, including 70%-30% present value credit, method of discounting, eligible basis, qualified basis, and adjusted basis. Learn about syndication, ownership structure, and negotiating equity proposals. For managers, loan officers, and rehab specialists familiar with multifamily financing but not experienced with syndications and/or tax credits.

AH121 Real Estate Finance Nuts and Bolts

This entry-level course introduces the key components of real estate financing. Learn basic real estate financial terms and basic principles of financing real estate. Examine the concept of loan amortization and the American mortgage lending system for rental and home ownership. Learn to use spreadsheets to make basic financial calculations of loan payments; interest rates; present and future values of investments/loans; and the APR. Appropriate for persons new to real estate financing and those wanting to learn how to use spreadsheets. Recommended prerequisite to AH221: Rental Housing Development Finance and other development finance courses. A basic knowledge of Excel is necessary for this class. Please be prepared to bring a laptop computer to this class. If you cannot there may be some available for your use.

AH142 Designing Affordable Housing From Project Concept to Blueprint

This course will take participants through a disciplined process for designing an affordable housing project and overseeing it through construction. Steps we cover include:

- ▶ Developing a program plan for your project including unit size and number, community space, office space, etc.
- ▶ Balancing wants/needs/finances
- ▶ Working successfully with your architect
- ▶ Basic blueprint reading
- ▶ Value engineering
- ▶ Understanding AIA documents and other documentation
- ▶ Utilizing the Affordable Housing Design Advisor.

AH221 Rental Housing Development Finance

Learn project financial planning through hands-on training in the basic skills required to determine the feasibility of financing multifamily housing. Using case studies, walk through analyses of project costs, income and expenses; and debt and equity capital to determine if a project is financially feasible. Learn to perform static and dynamic real estate finance analyses. Appropriate for technical staff or managers contemplating multifamily development. Financing experience is not necessary. Participants should have a working knowledge of Excel. AH121 is strongly recommended as a prerequisite for this class. Please be prepared to bring a laptop computer to this class. If you can not - some may be available for your use.

AH226 Creative Project Financing Strategies

Development projects require different types of funding from numerous sources. Participants will learn about these resources and how to combine private loans, public capital funds, and ongoing subsidies for strong, sustainable projects. Case studies citing successful examples of residential and mixed-use real estate development will be analyzed so participants will understand the financing obstacles that were overcome and the nuts and bolts of how these deals were structured.



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AH240 Creating Partnerships to Advance Affordable Housing

Do you need a partner for the for your development project? Would your project benefit from a for-profit co-developer or a CDC team mate? To create special needs housing, do you need to marry a social service provider who can support your residents long-term? Has a public agency offered you a site provided you work with them to develop it? If the answer is “YES” to any of these questions, this new course will help you determine what your response should be to these potential opportunities.

In this course, you will assess the kinds of development opportunities that may benefit from forming a partnership with a for-profit developer, service provider, or local government. You will get the information you’ll need to evaluate whether another organization is likely to be a good match; review the diverse ways to structure partnerships, and learn how to be strategic in negotiating with a potential partner. You will also discover how to determine how a partnership might impact your own organization, for the better and possibly for the worse and the potential downsides to partnering. Like any relationship, a development partnership can be fantastic... a disaster... or something in between: This course will give you the skills and knowledge to avoid disaster and head toward fantastic. This intermediate level course is designed for executive directors, development project managers, senior asset managers, and others who already have an overall understanding of the real estate development process.

AH256 Shared Equity Housing: Creative Models to Preserve Affordable Homeownership

Shared equity homeownership is a creative tool for creating vibrant, inclusive and equitable communities. Community land trusts, shared equity cooperatives, and deed-restricted homes are models where the rights, responsibilities, risks, and rewards of homeownership are shared between the individuals who own and occupy this housing and an organizational entity that stands behind the home long after it is sold. These models ensure that homes remain affordable on a long-term basis to people of modest means by restricting the amount of equity that homeowners can remove from their homes on resale. In this introductory course, participants will review the most common models of shared equity homeownership, weighing the pros and cons of each model as a vehicle for promoting individual and community security, prosperity, and mobility. In this introductory faculty-led online course, participants will review the most common models of shared equity homeownership, weighing the pros and cons of each model as a vehicle for promoting individual and community security, prosperity, and mobility.

ASSET MANAGEMENT

AM121 Nuts and Bolts of Asset Management (CHAM)

Nuts and Bolts of Asset Management is an interactive and engaging course designed for housing practitioners and board members. It includes an overview of key property asset management concepts, theories, and responsibilities, including the “double bottom line” concept of affordable housing ownership—the theory of steering properties toward both business and mission-based goals and outcomes. Additional topics include important asset management functions and responsibilities through the life stages of a property—planning, construction, lease up, operations and disposition—with a focus on the critical interrelationship between these stages. We’ll also cover basic number-crunching of key performance indicators (including revenue, occupancy, expense, and financial ratios as well as trend projection analysis), and their relationship to financial and operational health and long-term viability. Finally, we’ll review and analyze property financial reports and property/partnership audits, as well as best practices for tracking, measuring and assessing progress toward key operational and financial performance. This class is a great orientation to the subject and is perfect for new employees, board members, people with new asset management duties, property managers, board members, and executives who supervise asset management.

AM225 Affordable Housing Finance Workshop for Asset Managers

Affordable Housing Finance Workshop for Asset Managers is an interactive case study using an interconnected Microsoft Excel spreadsheet to develop a financing plan for a prototype new construction affordable housing property.

AM290 Asset Management Fundamentals (CHAM)

This course is designed to further acquaint the affordable housing practitioner with the concepts and strategies of sound asset management. It is a major building block in the CHAM® curriculum. It combines interactive lectures, in-class exercises, case studies and outside-class homework assignments. This class includes a test, successful completion of which is required for those pursuing the Asset Management Specialist (AMS) and CHAM designations. AM290 Asset Management Fundamentals and AM291 Financial Fundamentals for Asset Managers are recommended, but not required, to be taken sequentially during the same week. AM121 The Nuts and Bolts of Asset Management, a class on asset management fundamentals that is offered regularly at the NeighborWorks Training Institute (NTI) is a prerequisite.



For a complete list of course offerings for this institute, check out the course grid on page 5. To read full course descriptions for each content area and to register online, visit <https://collaboration.net/ntichicago2026>

AM291 Financial Fundamentals for Asset Managers (CHAM)

This class is an introduction to real estate finance, exploring analytical concepts that are critical for the professional asset manager. The class will cover basic tools for analyzing properties' financial health, for determining their market value, and for developing multi-year financial projections. This class includes a test, successful completion of which is required for the Asset Management Special (AMS) and CHAM® designations. The Nuts and Bolts of Asset Management, a workshop on asset management fundamentals that is offered regularly at the NeighborWorks® Training Institute (NTI), is a prerequisite for AM291. AM291, in turn, is a prerequisite for Advanced Financial Tools, which is also a requirement for the CHAM® designation.

AM321rq Advanced Financial Tools for Asset Managers (CHAM)

Advanced Financial Tools for Asset Managers is an advanced course in the CHAM track, open to participants who have passed the test for AM291, Financial Fundamentals for Asset Managers. Advanced Financial Tools will cover a range of topics and analytic techniques that are important for asset managers of affordable multifamily housing, including financial analysis of investment return (NPV and IRR analyses), right-sizing debt for multifamily properties, and Low-Income Housing Tax Credit topics including investor return analysis, recapture, capital accounts, and Year 15 options. Participants will need to bring a laptop running Excel; and it is assumed that all participants will be comfortable creating and working with Excel spreadsheets.

AM351rq Advanced Housing Asset Management (CHAM)

Advanced Housing Asset Management (AM351) is the final course needed to earn the Certified Housing Asset Manager designation. This class will bring together all the aspects of asset management covered through the CHAM curriculum and conclude with learners completing an asset management plan for one of their properties. In Part I, students will explore techniques for analyzing and managing portfolios of properties through exercises involving both case studies and analysis of their own organizations' portfolios. Students will need to bring a laptop and will be sent materials to prepare a few weeks in advance. In Part II, students will prepare an asset management plan for one of their properties that will be analyzed and presented in the context of their property portfolio. This part of the course will use remote learning strategies where participants will have the opportunity to schedule one-on-one coaching from the instructors on their property asset management plan. Each person will present a Power Point summary of their property asset management plan via video-conferencing to a group of fellow participants for peer and instructor feedback and insights. At the conclusion of Part II, students seeking their CHAM designation will be prepared to submit their asset management plan for review and grading.

COMMUNITY ENGAGEMENT

CB107 Community Engagement and Activation Strategies

What does it take to engage and activate residents in meaningful ways? This foundational course provides effective strategies and tools to understand how various engagement and activation strategies strengthen communities. Participants will be able to identify personal and societal factors that support and hinder community engagement and activation efforts. Through interactive activities, you'll recognize the power dynamics influenced by privilege and discrimination on the community and the decision-making structures that impact it. Using the asset-based community development approach, we will explore how to engage and activate communities through partnerships, coalitions, and collaborations. The course will help you understand the role of accountability in building trust for community engagement and activation. You will leave the class with a plan that strengthens your current community engagement and activation efforts.

CB108 The Power of Communication: Talking, Listening and Messaging

Have you ever noticed two people saying almost the same thing, but somehow others only remember that one person said it? That's because there's power in how we communicate. Our words and our actions can influence others intentionally and without us even realizing it. The Power of Communication: Talking, Listening and Messaging explores how what we say is as important as how we say it. We'll think about how community dynamics, stereotypes, and our own individual biases impact what we pay attention to and how we speak. Then we'll learn about different communication tools that we can use with different groups and in different places. Since it's important that we're intentional about how we show up with residents and community members, we'll practice tools like active listening, group facilitation skills, meeting new people, and talking to groups.

CB121 Transforming Conflict Into Action

Conflict means different things to different people, and often it has a negative connotation. Many people think of conflict as damaging or divisive. Using the Community Conferencing model for community conflicts, you will look at ways to use conflict as an opportunity to learn more about the issues and dynamics that divide groups and prevent progress. Through exercises, understanding of terms and sharing of experiences, you will develop skills to help bring the entire community into the resolution process. Learn ways to use conflict constructively to help bring individuals and groups in your community together in a way that builds positive and lasting change.



For a complete list of course offerings for this institute, check out the course grid on page 5. To read full course descriptions for each content area and to register online, visit <https://collaboration.net/ntichicago2026>

CB127 The Role of Women in Transforming Communities

From Harriet Tubman escaping slavery and becoming a leading abolitionist, to Dorothy Richardson organizing her Pittsburgh neighbors and founding what became the NeighborWorks network, to your next-door neighbor organizing a child care program or a community garden, women have been at the forefront of social justice and community development movements. But their contributions have not always been properly recognized, and they are often not well represented in influential leadership and executive positions in community institutions. In this course we explore and celebrate women's contributions to the field, identify the special contributions they can make to organizational culture, and define strategies to support their continued engagement and advancement to leadership roles.

CB235 Community Engagement Leadership and Management

Community engagement managers have a unique set of challenges. Leadership, initiative, and the ability to build internal partnerships are critical. Accountability and outcome measurement can be less than straightforward. Convincing organizational leadership of the value-added or return on investment require skillful “managing up,” and building internal and external organizational alliances is critical to strategic positioning. In this session, you will learn techniques for addressing each of these challenges. Through interactive exercises and sharing of experiences, you will explore strategies to find the best fit for your organization and its circumstances. This class is for senior community engagement professionals and anyone who manages community engagement programs and is seeking to optimize resources for maximum and sustainable impact.

CB277 The Building Leaders, Building Communities Experience: Facilitator Training

How would you feel if your next resident education program demanded a waitlist? How would you respond if your co-facilitator was a current resident? How would you show up if you knew resident participants would be recognized as meaningful changemakers?

CB277 invites you to innovate and reconsider your resident education programming. It also includes access to the Building Leaders, Building Communities Experience (BLBC) curriculum—NeighborWorks America's premier resident leadership group education program. BLBC will help you redefine resident education in your community, or begin defining it, if you're new to resident education. This three-day course dives into everything you need to consider, innovate, challenge, re-define, create, and launch an incredible and relevant resident education program. We'll explore relevant (and effective) recruitment strategies, practice activities, budgeting tools, organizational messaging, evaluation tools, and customizable templates.

CB730 Working Lab: Designing Stakeholder Engagement Plans

This is a completely hands-on working lab, not a traditional course. In just one day, you'll map your stakeholder network, identify engagement gaps, and build a 90-day plan tailored to your organization. Using your laptop, AI and other digital tools, you'll be guided by an expert in the community engagement field, collaborate with peers, and leave with a refined engagement blueprint, KPI dashboard, and cadence tracker you can put to work immediately. If you're ready to move from theory to action, this lab is built for you.

CONSTRUCTION AND REHAB

CP101 Housing Rehabilitation Design and Construction Basics

Are you a new rehab specialist? Do you work in support of a housing rehab and repair program and want a better understanding of rehab practices? CP 101 is the entry course providing the crucial foundation so you can effectively communicate with program applicants, property owners, designers, and contractors involved in your projects. You'll learn terminology of the trade, basic blueprint reading, and the criteria for good affordable housing design. We'll introduce the concept of viewing the house as a system, construction basics, and best practices for balancing affordability, marketability, health, and safety. You'll leave with the resources, new contacts, and increased confidence to positively affect your projects, no matter what your role.

CP145 Project Management for Construction and Rehab

Can you identify the stages of project management and the tasks that are associated with each stage? Do you know the logical sequence of the tasks and their duration? Who should be a part of my project management team and what role does each member play? Are there project management tools that don't cost an arm and a leg? Come discover the answers to these questions and the keys to successful project management. We will also explore the components of a quality project schedule and determine how the effective management of the schedule will help us deliver the project on time, on budget, and to the quality standards we expect. Through this course we will build your overall knowledge of what goes into successful project management and how you go back to your organization and immediately begin implementing your new skills.

CP153 Basic Blueprint Reading

This is a practical, hands-on course suitable for program staff, project/field staff, and management who want to increase their knowledge of print reading and construction drawings. This course utilizes hands-on activities with architect scales, large-format prints, digital files, and job specifications, to provide a thorough introduction to blueprint essentials for those entering the field or needing a working knowledge of construction plans.



COURSE DESCRIPTIONS



For a complete list of course offerings for this institute, check out the course grid on page 5. To read full course descriptions for each content area and to register online, visit <https://collaboration.net/ntichicago2026>

CP255 How to Conduct a Rehab Home Inspection

Whether owner occupied or acquisition rehab, this advanced level course will equip housing rehabilitation, construction, and development program staff with the skills needed to conduct a thorough, effective, and efficient inspection of a home. This course focuses on the process of inspections for the sake of determining feasibility and creating a scope of work for contractors. You will learn the skills to properly conduct an inspection, including inspection challenges, the inspection process and routine, inspection forms, necessary inspection tools, and how you should look, act, and interact with the public. You will learn what items and systems you should be investigating and how to do a visual, non-invasive home inspection. In addition, the course will feature an interactive inspection process to help develop your skills. Attend this course and walk away with the essential skills and knowledge to conduct one of the most critical skills needed by any rehab/construction specialist. This is one of two courses in the Housing Inspections certification. The second course is CP189 – Automate Rehab with Housing Developer Pro® 3.5.

COMMUNITY ECONOMIC DEVELOPMENT

ED101sv Community Economic Development Principles, Practices, and Strategies

Look at the theoretical base and practical applications of community economic development and learn to define it. Understand the goals, guiding principles, and measures of success; examine costs versus benefits of projects; and understand the multiplier effect, capital leakage, and the difference between basic and non-basic industries. Find out what is involved in making distinctions among strategies aimed at affecting the supply versus demand for labor, and how to make informed choices about the use of tools such as business incubators, loan funds, targeted real estate projects, and job training programs. Includes case studies, lectures, and discussion about economic development projects. First required course to obtain a professional certificate in Community Economic Development.

ED110 Analytical Tools and Methods Used in Community Economic Development

This course is designed to help you more effectively collect, analyze, and use information in order to understand your community, analyze the local economy, and develop economic development plans and projects. You will be introduced to several primary data collection methods, become familiar with a wide range of secondary data sources, learn to use a variety of analytical techniques, and improve your ability to use information to assess the local economy and evaluate potential projects. Bring a calculator. Second required course to obtain a professional certificate in Community Economic Development.

ED120 Commercial Real Estate Development

This course provides a comprehensive look at commercial real estate development, including supermarket and shopping center development and recent efforts to improve access to healthy food in low-wealth communities. We will examine the factors that inhibit retail development in underserved communities and explore the roles that CDCs and public entities can play in encouraging private sector development as well as under taking development themselves. Participants will review the role that real estate development plays in community economic development and become familiar with a variety of project types, the real estate development process and the key players on the development team. We will explore the fundamentals of market analysis, the factors affecting demand for retail and office space, and the types of leases used in commercial development. Participants will learn the basics of how to evaluate the feasibility of a project and also learn how the value of commercial property is determined. We will evaluate real estate projects from the perspective of private and public-sector lenders, estimate the amount of debt a project will support, and explore ways to close financing gaps. Several project case studies will be used throughout the course, and you will perform a series of analytical exercises. Participants should bring a calculator.

FINANCIAL CAPABILITY, HOUSING COUNSELING AND EDUCATION

H0111 Home Equity Conversion Mortgages

Launch your knowledge of the FHA-insured Home Equity Conversion Mortgage (HECM) product. This information-packed introductory course provides the foundation for counseling senior adults on HECM loan costs, benefits and alternatives. The course offers a detailed overview of the nuts and bolts of this popular reverse mortgage product, hands-on access to product-comparison software, a review of valuable web-based resources, and plenty of time to practice your new skills. Designed for housing counselors and other housing, finance or non-profit professionals new to the reverse mortgage field, this course describes the HECM loan program roles and responsibilities, introduces loan calculations, and distinguishes HECM loan features. Qualifying for the HUD HECM Counselor Roster and preparing for the HUD HECM Counselor exam will also be covered. Students new to the world of reverse mortgages are strongly encouraged to take the eLearning course H0104el prior to taking H0111. Additional independent study after completing H0111 will be required to successfully complete the HUD HECM Counselor Exam.



For a complete list of course offerings for this institute, check out the course grid on page 5. To read full course descriptions for each content area and to register online, visit <https://collaboration.net/ntichicago2026>

H0200 Ready, Set, Prep: Tackling the HUD Counselor Exam Step by Step

Get ready! Set yourself up for success in meeting HUD's counselor certification requirements by elevating your knowledge in the six essential competency areas included in the HUD Housing Counseling exam, including financial management, housing affordability, homeownership, avoiding foreclosure, tenancy, and fair housing. We'll tackle the HUD study guide step-by-step and provide tools and relevant activities to help you master and memorize content before taking the exam. We suggest pairing this course with Practice, Study, Success: Test Strategies for HUD's Counselor Certification Exam (H0210), which is designed to help you with practical study and test-taking skills.

H0208 Building Skills for Financial Confidence

Are you wondering what skills are necessary for practitioners to effectively work with customers in reaching their financial goals? What behaviors and attitudes can make a person financially confident? What barriers do consumers face in working toward long-term financial security? Attend this course to gain the most useful and efficient tools to make a real difference in the lives of your clients. You will learn how to facilitate engaging and candid conversations around using appropriate financial products and services, spending, saving, credit, protecting assets, and maximizing income. Develop and build your skills in key content areas that will help consumers put themselves in a better position to withstand economic stresses and achieve financial prosperity. Who should attend: financial coaches, financial and housing counselors, program managers, rental housing counselors, and community development professionals. This course satisfies training requirements to obtain initial NCHCEC certification for Rental Housing Counseling and Financial Capability. It provides 12 continuing education hours for all other NCHCEC certifications.

H0209 Delivering Effective Financial Capability Programs

In this course, participants will build the skills needed for delivering effective financial capability programs. The purpose of financial capability programs is to build customers' capacity, based on knowledge, skills, and access, to manage financial resources prudently and effectively, so that they reach their financial goals and build financial health. Applicable across a range of financial capability programs, this course focuses on how to deliver programs and services that work. It includes current practices and tools to support customers' journeys in the program from pre- to post-service delivery. Participants will learn how to better understand their customers. In turn, participants will increase their abilities to engage customers in the program, deliver tailored services that meet customers' needs, and keep customers motivated to change behaviors and reach goals over the course of the program.

H0210 Practice, Study, Success: Test Strategies for HUD's Counselor Certification Exam

Concerned at the thought of taking the HUD Counselor Certification Exam? Understood, and you are not alone! Conquer your exam anxieties and prepare to rock the HUD Housing Counselor Certification Exam! Join us for a 2-day course, designed by professionals who have passed the exam. Utilizing the HUD Study Guide, gain confidence and knowledge while learning what you need to know to pass this exam. Practice sample test questions and learn strategies with your peers as you prepare to cram for this exam. Learn time management techniques and a variety of methods to recall information for successful results. Note: this course focuses on testing strategies and practice. This course is an expansion of H0200: Ready, Set, Prep: Tackling the HUD Counselor Exam Step by Step is a course strongly recommended as a companion course to take first to help you master the content of the 6 core counseling topic areas.

H0211 Credit Counseling for Maximum Results

This high-energy crash course provides homeownership counselors with the knowledge and skills they need to analyze credit profiles and determine the impact of specific credit behaviors on the credit scoring models used today. Through interactive exercises and case studies based on actual sample files, you will learn how to provide your clients with step-by-step guidance to develop efficient and effective action plans that are targeted to overcoming challenges in past behaviors and helping clients build positive credit profiles. This course is a must for the new or experienced counselor who is looking for tools to make credit counseling sessions more structured, efficient, and productive.





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H0213 Fair Housing - What Professionals Need to Know

If you're providing housing education or counseling, or if you are an affordable housing developer - be it for homeownership or rental - it is crucial that you understand the scope of fair housing laws and the consequences of their violation. This course provides a comprehensive overview of the key issues related to discriminatory practices in housing, lending, and insurance, as well as the rights and remedies available under federal, state, and local fair housing laws. By mastering the do's and don'ts of fair housing law, you will be able to help your clients protect their rights. If you're providing housing education or counseling, or if you are an affordable housing developer - be it for homeownership or rental - it is crucial that you understand the scope of fair housing laws and the consequences of their violation. This course provides a comprehensive overview of the key issues related to discriminatory practices in housing, lending, and insurance, as well as the rights and remedies available under federal, state, and local fair housing laws. By mastering the do's and don'ts of fair housing law, you will be able to help your clients protect their rights. This workshop includes self-paced online assignments and the use of peer discussion forums. The course is presented in one week, Monday to Friday. Live online session(s) are held during the week with the faculty and participants. Participants should expect to spend approximately six hours on course related reading and assignments.

H0229 Homebuyer Education Methods: Training the Trainer

This pre-purchase homeownership education course is designed to teach participants how to design and deliver impactful homebuyer education in a variety of settings. Become familiar with core homebuyer education content and how to tailor your educational approach to your target audience. Learn to use the best materials and methods to train homebuyers on how to assess readiness, shop for a home, get a mortgage loan, improve their budget and credit profiles, and maintain their home and finances after purchase. Participants will engage in hands-on activities that will help them improve their facilitation skills and deliver interactive training sessions based upon adult education methodology. Participants should be familiar with mortgage industry terminology and processes prior to taking this class. Course H0103, Lending Basics, should be taken as a prerequisite should they need to build their knowledge in this area. This course certifies you in homebuyer education delivery, and a post-course exam is required for all participants.

H0233 Building Legacies: Property Inheritance and Estate Planning Strategies for Housing Professionals

Homeownership is a cornerstone of asset building, and protecting that investment is key to safeguarding intergenerational wealth. This intensive three-day, in-person course provides housing counselors and program managers with the knowledge and practical tools they need to help clients navigate the complexities of estate planning and property inheritance. Participants will learn about wills, trusts, probate processes, and legal mechanisms that can protect homeownership across generations and consider different ways to apply the knowledge gained in their communities. This course will address common challenges with title issues, access to estate planning services, and strategies for protecting property value. By the end of this course, participants will be better prepared to provide families with the knowledge and resources they need to protect their legacy and secure assets through comprehensive estate planning.

H0234 Pathways to Sustainable Homeownership: Creating Opportunities and Building Financial Security

Achieving homeownership is a powerful step toward financial stability and generational opportunities, but for many individuals, the path is filled with obstacles. Pathways to Sustainable Homeownership is a two-day, in-person course designed for housing counselors and community housing professionals who work with individuals striving to achieve homeownership. This course provides a comprehensive understanding of the economic and challenges that impact homeownership rates and opportunities, equipping professionals with the knowledge, tools, and counseling strategies necessary to guide clients through financial preparation, mortgage processes, and sustainable homeownership practices. Participants will gain insight into common homebuying obstacles—such as credit access, lending practices, and financial readiness—while learning solution-focused counseling techniques to help clients build confidence and resilience.

H0247 Post-Purchase Education Methods

This course covers the recommended standards in design and methodology for post-purchase education programs. The course focuses on topics that help both new and existing homeowners manage their most important asset. These topics include home maintenance and repair, financial management and budgeting skills, insurance, methods for getting homeowners more involved in their community, early intervention programs to prevent delinquencies and default, and the pros and cons of refinancing. Learn how to develop sustainable, effective programs and recruit homeowners in your area to your classes. Participants should be fully familiar with financial education concepts prior to taking this course. An exam is given following the course for those interested in obtaining a Certificate of Professional Recognition in post-purchase education training. This course counts toward initial NCHC certification.



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H0248 Cracking the Code: HUD Compliance for Housing Counselors

Are you working for a HUD-approved agency and not sure how that impacts the way you do your job? Being HUD-approved raises the bar not just for your organization but also for the work you do. This course gives you resources and checklists for working with clients, having complete files, managing your time, and all the other things you really need to know. We review the key features of relevant, national HUD programs, including fair housing, and help you crack the code about the HUD 9902 report. If you are a counselor who has achieved your HUD certification, or you want to learn more about what's involved in being a HUD certified counselor, this is the course for you. Come learn all the tips and tools you need to help you standardize and streamline the housing counseling process.

H0250 Homeownership Counseling Certification: Principles, Practices, and Techniques, Part I

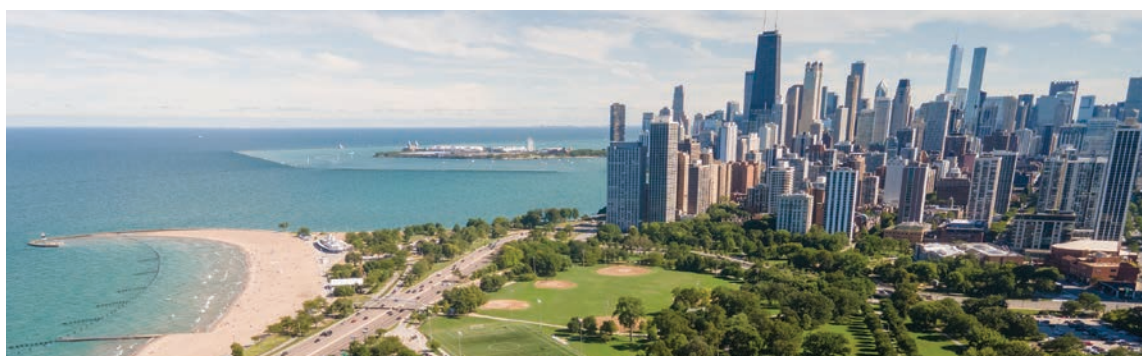
By providing practical applications, this course equips counselors with the necessary skills, procedures, and subject matter expertise to assist new homeowners in achieving success. Participants will gain the skills to conduct personalized counseling sessions that address money management systems, savings, credit history, and debt obstacles to homeownership. Additionally, you will learn how to utilize state-of-the-art industry tools, techniques, and resources to practice various counseling activities, including mortgage readiness and housing affordability assessment, standardized income calculations, and action plan development. The course includes requirements for housing counseling mechanics such as file management, codes of conduct, and operational guidelines for HUD and the National Industry Standards for Homeownership Education and Counseling. To obtain full certification in pre-purchase homeownership counseling, it is necessary to complete both this course and the Foreclosure Basics course (H0109 or H0109eI) and successfully pass the corresponding exam(s). Upon completing the course, participants will be equipped with the necessary skills and knowledge to carry out their duties and responsibilities effectively as pre-purchase homeownership counselors. This course counts toward initial NCHC certification.

H0274 Rental Housing Counseling Certification: Part 1

This course is designed to provide housing counselors with a comprehensive understanding of all the aspects of rental housing counseling. Participants will leave knowing how to evaluate a client situation regarding rental housing and how to counsel through current rental, new rental or transitioning to rental situations. The course also creates hands on learning opportunities around the topics of renting obstacles, the leasing process, Fair Housing protections, the essentials of being a successful tenant, how to prevent eviction, and tips on being a first time landlord. The course will present best practices that are being used in the housing counseling industry and unique tools developed especially for rental housing counseling. It will also give the participant an opportunity to learn through a variety of learning methods, including working with a Rental Counseling Process Model and hands on experience with case study examples. Full certification in rental housing counseling is achieved by completing both this course and the [Building Skills for Financial Confidence Course H0208](#) and passing the exam(s).

H0288 Rental Eviction Intervention Certification: Part 1

Rental eviction has significant impacts on a person's finances and life. Just over one-third of U.S. households are renters, who are more likely to be young people, Black, Indigenous and People of Color (BIPOC) communities, and people with lower incomes. As such, those groups are disproportionately affected when waves of rental evictions occur due to local and national economic events. How can organizations prepare for a rise in rental evictions, and what skills do housing counselors need to help clients avoid rental evictions and reduce the negative impacts that result from rental evictions? This course will provide counselors with the knowledge, skills, and tools to be effective in working with renters in crisis, navigating the local rental eviction process, and collaborating with landlords, courts, and other social service providers when relevant. By the end of this course, participants will have developed a set of knowledge, skills, and abilities that will enable them to better support clients in preventing rental evictions and reducing harm when rental evictions cannot be prevented. There is an exam with this course and participants must pass the exam with a minimum of 80%.





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H0310 Financial Coaching: Helping Clients Reach Their Goals

In this course, participants will gain an understanding of how to incorporate coaching techniques into their financial capability programs by using practical experience and demonstration activities to learn coaching essentials, including facilitation and listening skills, as well as goal-setting, and accountability methods. Financial coaching is an emerging field that supports clients as they work towards goals and strive to maximize their financial potential. Through an ongoing, systematic, and collaborative process, financial coaches facilitate changes in clients' financial habits so that they can reach financial security. Participants will learn how coaching differs from and complements counseling, financial education and other services aimed at building consumers' financial security. This course applies the personal finance content taught in [H0208 Building Skills for Financial Confidence](#). This course counts toward initial NCHCE certification.

H0345 Foreclosure Intervention and Default Counseling Certification, Part I

This advanced level five-day course is designed for counselors with one or more years of experience providing one-on-one foreclosure intervention and default counseling. This rigorous, in-depth course covers critical elements of the default and foreclosure process as well as loss mitigation options for prime and subprime loans. Participants will engage in exercises and utilize case studies which will sharpen their negotiating skills with servicers and improve their counseling methods with clients. There are two training requirements for certification. This course is Part I. We recommend that participants complete H0109 Foreclosure Basics or H0109el Foreclosure Basics (e-learning) first. H0109 will prepare you for the advanced teachings of this course, H0345. Part II requires completion of course H0307 Advanced Foreclosure: Case Study Practicum (also available in a virtual classroom format, a Faculty-Led course - H0307VC).

H0360 Homeownership Counseling Certification for Program Managers and Executive Directors

This course is designed for professionals in the homeownership counseling field who are working at the management level. Through hands-on application participants will learn procedures and methodology that will better equip them to manage the day-to-day operations of a housing counseling program. In this course homeownership program managers and executive directors will learn how to:

- ▶ Diversify funding sources
- ▶ Recruit, manage and retain counseling staff
- ▶ Perform contract reviews, and programmatic assessments
- ▶ Efficiently manage case files utilizing a variety of time management techniques.

A strong focus on quality assurance and proficiency in operating in performance standards, HUD, National Industry Standards, fair housing, ethics, compliance, pipeline review and reporting is included. This course counts toward initial NCHCE certification.

H0375 Financial Capability Program Design for Managers

Successful financial capability programs deliver a combination of knowledge, skills, and access that can help consumers change their behaviors and successfully build financial health. Elements of these programs can include financial education, access to financial products and services, and individual relationship building – all of which can be administered using a variety of approaches and tools. Whereas Delivering Effective Financial Education for Today's Consumer (H0209rq) looks at how to directly deliver financial education at the client level, this class broadly addresses how organizations can successfully design, integrate, and sustain a financial capability program based on the needs and goals of their target audience. Ideal for program managers and executive directors looking to launch or expand financial capability services, participants will walk away with a roadmap and tools to put their program together from enrollment to outcomes measurement.





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H0380 Compliance Check-up for HUD Housing Counseling Program Managers and Executive Directors

Are you managing a HUD approved agency and want to be sure you're ready for your next HUD audit? Do you feel like you have it all under control but would like tips and tools to help you streamline compliance? Then this course is for you! The class gives you resources and checklists for managing housing counseling and education staff, tracking counseling time in the Personnel Activity Report, performing file audits, and reporting outcomes that accurately reflect the impact of the work your organization does. We'll review HUD programs, discuss ways your organization can affirmatively further fair housing, take a detailed look at the HUD 9902 report, and get you ready for your next HUD audit. If you are responsible for managing a HUD-approved housing counseling program, or you want to learn more about what it takes to be a HUD-approved agency, join us and learn all you need to help you standardize and streamline the housing counseling process.

H0385 Using Trauma-Informed Skills in Financial Coaching

Trauma is a widespread and common experience that can have long lasting effects on people's behaviors and thoughts. These effects can make it harder for individuals to engage with and remain in financial coaching services. For individuals and communities facing long-term adversity and structural barriers trauma may be more prevalent due to both systemic changes and personal hardships. Building a trauma informed environment in your financial coaching program helps more people feel comfortable participating and supports better financial outcomes for those who have faced serious life challenges and barriers this approach understands that trauma is common and focuses on creating a sense of safety and trust for clients throughout the program. This course will provide financial coaches with the knowledge, skills, and tools to be trauma-informed when working with clients in an immediate financial crisis or experiencing longer term financial insecurity. Financial coaches will practice the principles and practices of being healing-centered and how that approach aligns with the proven strategy of financial coaching in facilitating financial stability and well-being.

H0388 Rental Eviction Intervention Certification Part 2: Program Design and Delivery

Rental eviction intervention programs are designed to help clients avoid rental evictions and minimize harm when rental evictions cannot be prevented. A range of program models exist that build on an organization's capacity and meet the local community's needs. Common components, offered holistically by one organization or via partnerships with multiple entities, include outreach; counseling or coaching; financial assistance; legal services; and wraparound services. In this program design course, participants will explore different program models and best practices for offering eviction intervention services that suit local needs. Participants will examine their organizations' capacity and identify how they will conduct outreach, develop partnerships, track outcomes, and plan for sustainability. Learners must take H0288 Rental Eviction Intervention Certification Part 1 for complete certification. Who should take this course: Program managers of housing counseling, financial capability, and resident services programs; housing and financial counselors; financial coaches; resident services staff, and senior leadership. This course counts toward initial NCHCE Certification.

SINGLE-FAMILY AND SMALL BUSINESS LENDING

LE210 USDA Section 502 Direct Loan Application Packaging: Affordable Rural Homeownership

This advanced course will cover USDA Rural Development's Section 502 direct loan program and provide invaluable insight as to how this homeownership financing resource can be utilized in your communities. Learn how your organization can assist potential borrowers and work in partnership with RD staff in your state to deliver successful Section 502 loan packages. Through the course, designed for those experienced in using Section 502, participants will learn the regulations and practical applications of the loan program. Participants will develop a strong understanding of 502 direct underwriting and packaging standards, which will ensure that submitted loan dockets are complete and accessible for processing. Please bring a laptop to class. This advanced course is not open for those without experience in working with this program.

BRAND NEW!

Check out Wednesday's Community Engagement Working Lab, CB730!

This is a completely hands-on working lab, not a traditional course. In just one day, you'll map your stakeholder network, identify engagement gaps, and build a 90-day plan tailored to your organization!



COURSE DESCRIPTIONS



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NONPROFIT MANAGEMENT AND LEADERSHIP

ML109 Developing Your Leadership Potential

This course explores the skills, qualities, and responsibilities of effective leaders. Participants will identify their individual leadership strengths and weaknesses, build new capacity, and utilize tools to become stronger leaders. Understand common barriers to realizing leadership potential, and learn techniques and tools to recruit and motivate new leaders. Participants will work interactively with peers also seeking to grow their leadership talents. Come prepared to draft your personal leadership development/action plan.

ML120 Strategic Thinking and Planning

This course focuses on why strategic thinking and effective planning are vital to organizational survival and success. Participants will learn about the skills used in strategic thinking and will have an opportunity to practice these skills through interactive activities and case studies. The course covers the steps involved in organizational strategic planning and provides tools and examples to take home. Emphasis will be on the integration of strategic thinking and planning practices at all levels of the organization to adapt to rapidly shifting trends and forces in real time. Ideal attendees include executive and senior management staff members, board members, and staff members of nonprofit organizations.

ML145 ABCs of Managing Projects and Collaborators

Community-based projects often bring together diverse stakeholders and partners with a variety of needs and contributions. Whether your project team consists of members of your organization, community partners, or volunteers, working collaboratively has both advantages and challenges. Effectively managing projects includes demonstrating both strong organizational and interpersonal skills that create results. How can you drive effectiveness and efficiency within these diverse groups? How can you best manage the strengths of your team to reach its goals? How can you help prepare a team for the developmental stages they will encounter while working together? This course uses participatory learning to introduce key components of project management, explore how individual strengths impact group performance, and offer a new lens to approaching your current projects. This course welcomes both veteran project staff who are looking to innovate the way they do things and professionals who are newer to collaborative processes.

ML150a Unlocking Your Team's Potential With AI

Join us for a highly interactive course and gain a clear understanding of AI, its applications, and strategies to integrate effective use of AI into your daily work. Through real-world examples, interactive exercises and guided discussions, you'll learn how to recognize AI when you see it, understand its core functions, and grasp the fundamentals of AI prompting and key terminology. Additionally, you'll explore with your peers the best ways to leverage AI to increase efficiency and productivity, ethical considerations, and best practices for AI use. You'll leave with solid ideas about ways you can implement AI strategies to meet your organization's needs and maximize your impact. NOTE: This interactive course is designed for leaders and team managers with little or no prior AI experience. You will need to bring your computer and charger with you to class. All of the tools explored will have free versions for you to sign up for, however, they work best on a computer versus an iPad or other device.

ML162 Marketing Your Programs and Organization

Marketing is integral to any organization's achieving its business goals. Dynamic leaders must understand their audiences and present and sell their "product" well. Using case studies, real-world examples, and small-group exercises, learn how to better market your organization and its programs to donors, clients, and partners. This interactive course also covers target audiences, research and analysis, products, messages, strategies and tools, training, timetables, budgets, and monitoring and evaluation processes. Participants will leave the course with a marketing plan outline, ready for presentation to and feedback from organizational leadership.





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ML172 Fundamentals of Sustainable Funding: Engaging Individual Donors

Engagement of individual donors can be a daunting concept for many nonprofits. Faced with a small professional staff and a board of directors that plays a limited or no role in fundraising, how do you even begin? In this course, we will explore how to develop an agency-wide culture of philanthropy, and the steps necessary to engage in individual solicitations. Through interactive exercises, participants will analyze the strengths and weaknesses of the fundraising culture in their agencies, explore current trends in the fundraising field, identify target constituencies, explore the relationship between storytelling and asking, and role-play actual solicitations.

ML173 Grant Proposal Writing

Becoming a successful grant writer requires skills above and beyond simply writing. Grant writers must also possess an understanding of organizational development, research, finance, strategic planning, program design, time management, and knowledge of area resources. This introductory and hands-on course is designed specifically for individuals with very little or no previous grant writing experience. It provides an overview of the proposal development process, including how to identify a grant opportunity and write a solid proposal meeting the funder's requirements.

ML210 Operational Strategies for Organizational Success

Community-focused organizations are expected to operate as efficiently as possible, while simultaneously generating measurable outputs, outcomes, and impacts. Join us for this interactive course, where we will learn tools for understanding and contextualizing your organization's operations management roles, responsibilities, and relationships as well as methods for establishing, managing, and streamlining processes and procedures. Develop tactics for practical planning and execution, including forecasting metrics to reflect needs and results. Explore best practices in both creating and enhancing quality assurance systems and in instituting a culture and process for continuing improvement. This course is ideal for EDs, CFOs, COOs, and any managers who supervise staff.

ML240 Board Oversight and Governance

This course is targeted to both new and experienced board members. Working together with your peers in an interactive approach to learning, novices as well as seasoned board members will walk away with valuable new information and tools to perform as outstanding board members.

In this course you will learn:

- ▶ Basic responsibilities of nonprofit boards and individual board members
- ▶ How to set up structures, including committees, that work
- ▶ Tools to build and maintain relationships among board members, board chair, executive director, and staff
- ▶ How to measure the effectiveness of the board and the organization
- ▶ How to select, evaluate, support and, if necessary, replace the executive director
- ▶ The board development cycle, including succession planning for the board
- ▶ Financial oversight
- ▶ How to develop and conserve the organization's resources, both funds and property
- ▶ How to set the organization's mission and overall strategy, while including key stakeholders
- ▶ How to be an effective ambassador to the community

ML251 Developing Successful Partnerships with Native Organizations

Is your organization planning to partner with a Native community or organization? Do you have a Native community in your service area that you would like to serve? Would partnering with a Native organization fit and support the mission of your organization? In this course, we will examine the ingredients necessary to create successful partnerships in Native communities. We will begin by looking at culture, the differences between Western and Native cultures, and the impact of these differences on partnerships. We will take an in-depth look at the history of Native America, sovereignty and federal trust relationships, and Native economies. We will learn a step-by-step process to develop an actual partnership. This process will include learning about the potential partner community, developing internal capacity, and conducting effective outreach. By the end of the training, we will develop draft partnership plans that are tailored to participants' specific situations.





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ML252 Money and Mission: Linking Assets and Outcomes for Success and Sustainability

This practical, hands-on course about building organizational fiduciary capacity provides the models, skills, tools, and strategies for successfully leveraging an organization's financial systems to advance the organization's mission goals. The seminar covers the topics of organizational fiduciary capacity (including mission context and organizational design), financial planning and architecture, financial reporting and communication, and organizational integrity and sustainability.

In this course participants will:

- ▶ Learn to tie the financial, programmatic, operational, and leadership efforts of the organization together to develop a richer understanding of the organization's impact to strengthen how financial information is used to support mission-focused decision making
- ▶ Review fiduciary strategies that ensure people are accounting for and allocating resources to effectively fulfill mission goals today while also reinforcing sustainability moving forward
- ▶ Work with peers to develop strategies for implementing change, to strengthen the organizational design, financial systems, and processes and communications that support organizational success
- ▶ Develop an Organizational Action Plan throughout the seminar, leaving with clear action items and/or next steps to take within the organization(s) they represent

ML266 Brandraising: Raising money and visibility using smart communications

As you expand the tools you use to communicate online and off and staff's roles change, how do you ensure you're all speaking with one voice? Based on Sarah Durham's book *Brandraising: How Nonprofits Raise Visibility and Money Through Smart Communications* (Jossey-Bass/Wiley, 2010), this intermediate level course will challenge you to think about what's unique about your organization. You'll learn about ways to create a compelling brand that expresses the positioning and personality of your organization, attracts the right people, and helps you think of ways to use your brand to take your organization to the next level. In addition to using case studies and participatory exercises, we'll work in small teams to review and critique your organization's communications, evaluate whether your current brand is doing all it can for you, and share ideas for how you should prioritize any changes you might make. Bring those logos and taglines, promotional materials and brochures, website pages and social media campaigns, and anything else you'd like the group to share and discuss. This course is ideal for:

- ▶ Communications or development directors or managers
- ▶ Executive directors and board members
- ▶ Organizations with some communications knowledge, who are looking to take their brand to the next
- ▶ Organizations hoping to stand out in their community more than they currently do.

ML269 Social Media Intensive: Advanced Strategy and Planning

Are you ready to develop a strategic social media presence that advances your organization's mission and engages your community? In this session, you will explore fundamental social media strategy and content creation approaches that build authentic connections with your audiences. You will gain insight into the evolving social media landscape and learn current platform best practices. Participants will work through a strategic planning framework and build a written social media plan tailored to their organization's goals. You will discover effective content types for different platforms and practice key methods such as storytelling, community engagement, and impact measurement. Together, we will examine successful social media campaigns and discuss implementation strategies for nonprofits – even those with limited resources. Finally, you will explore ways to evaluate the impact of your social media efforts, ensuring that your strategy remains effective and sustainable over time.

ML280 Coaching Skills for Managers

Coaching those we manage is a key element of leadership. It can help you develop a better relationship with your team, resulting in higher productivity and greater morale. Beyond simply managing, coaching your team can help them better fulfill their potential and enhance the skills they have. WHY COACH? Because it works. Listening actively, offering acknowledgment and respect, ensuring confidentiality, asking questions that encourage deeper thinking, and facilitating SMART goal-setting can add up to a lot. Here are some outcomes you can anticipate:

- ▶ Strengthened relationships with your people, and strengthened relationships between team members
- ▶ A foundation for greater trust
- ▶ More open communications Increased initiative
- ▶ Meaningful engagement with the work and the business
- ▶ Greater accountability
- ▶ Enhanced team performance
- ▶ Enhanced recognition of underlying issues and ability to resolve them before they become serious.





COURSE DESCRIPTIONS



For a complete list of course offerings for this institute, check out the course grid on page 5. To read full course descriptions for each content area and to register online, visit <https://collaboration.net/ntichicago2026>

ML283 Advanced Negotiation: Mastering Difficult Conversations

This course builds on the foundational skills and frameworks introduced in How to Negotiate: The Most Important Skill You Will Ever Learn! (ML282). The class offers helpful advice, tools and additional frameworks designed to address the most difficult negotiators, complex scenarios, and challenging tactics. Many negotiators believe they should be “difficult” in a negotiation by utilizing manipulative tactics to throw the other side off balance in order to “win” the negotiation. Rather than respond in kind and degenerate the negotiation, it is important to understand your own triggers and prepare to engage and educate the other side about the benefits of collaboration, bringing them on board with a more productive approach that has been proven to better meet the needs of all parties over the long-term.

ML284 Influence Without Authority: Persuasion Skills You Never Knew You Had!

Discover how to influence, motivate and lead individuals and teams to resolve issues and meet project goals efficiently, effectively, and collaboratively. ML284 is designed to help participants understand their own sources of influence and how to influence clients, colleagues, and teams even when you don’t have the authority to mandate compliance. We will look at proven tools and frameworks including relationship mapping, the ladder of understanding, and knowing your influence currencies as well as theirs. This highly interactive course will assist you in creating a personal action plan to implement when you return home.

COMMUNITY AND NEIGHBORHOOD REVITALIZATION

NR101 The Essential Tools of Successful Neighborhood Revitalization

Comprehensive neighborhood revitalization doesn’t just happen by itself — it requires an intentional process from initial research and analysis through evaluating results. During this fun and interactive introductory course, participants will learn how to design and conduct a participatory neighborhood analysis process for comprehensive revitalization planning. You will also gain experience developing goals and measurable objectives and preparing a revitalization action plan. Recognizing that neighborhoods across the country vary widely and that each professional will bring a unique set of knowledge, skills, and experiences to the course, it is designed to provide some common language and applied tools that participants can use for successful neighborhood revitalization in any community.

NR102 Strategies to Meaningfully Engage Stakeholders in Revitalization Planning

Community involvement in visioning and planning a better future is undoubtedly one of the most critical elements of the revitalization process. Doing it well can be a very challenging task, and failing to do it well can have a major negative impact on the process — maybe even cause its failure. An effective, successful participatory process not only results in revitalization plans that truly respond to a community’s best interest, but the people engaged in it develop their leadership skills and are better equipped to continue advancing their community’s interests. Participants in this course will discuss key barriers to effective community participation and learn specific tools to overcome these barriers. Participants will also enjoy hands-on practice and exploration of various participatory planning techniques including the design charrette, the World Cafe, and other innovative participatory exercises.

NR160 Building Healthy Communities for Comprehensive Outcomes

This introductory course is designed to expose participants to the broad, interdisciplinary work of Health Equity. It will provide participants an overview of the foundational knowledge that will prepare individuals and organizations to pursue community-based work focused on health equity, social impact, and systems change. In this course, participants will explore a variety of approaches for both understanding and rooting history in order to explore the impact of health on socioeconomic and community outcomes; including the social determinants of health, root cause analysis, ecosystems analysis, and more. Participants will leave the course with a working draft of a health equity narrative. Note: This course is one of a series of courses on Health Equity Work, which will culminate in a Health Equity Planning document of which the Health Equity narrative is a component. Although not required, we recommend that you take this course prior to NR230 Centering the Community in Health Equity Work or NR260 Community Projects in Health Equity Work for the most optimal experience.





For a complete list of course offerings for this institute, check out the course grid on page 5. To read full course descriptions for each content area and to register online, visit <https://collaboration.net/ntichicago2026>

NR190 Make it Creative: Leveraging Arts and Culture for Affordable Housing and Community Development

How can partnerships with artists and culture bearers help build and preserve affordable housing in innovative, authentic, and equitable ways? Join researchers and facilitators from ArtPlace America to explore and contribute to an emerging body of research and practice regarding the role of arts and culture in building affordable housing and equitable, sustainable, and healthy communities. Artistic practice can often be seen as too abstract to include in housing projects - or only valuable for aesthetic improvement - but this course will demonstrate that cultural work can be a critical tool needed to raise awareness regarding housing challenges, bring neighbors together, and organize successful housing policy wins in a community. Through case study exploration and workshoping, participants will learn how to partner with artists and culture bearers, conceptualize creative projects, incorporate culturally relevant design elements into their projects, and workshop other tangible skills related to collaborative practice. Featured case studies will illustrate how arts and cultural strategies can help to build better and more culturally responsive affordable housing, enact anti-displacement strategies in weak and strong market neighborhoods, develop regenerative practices for geographies lacking basic infrastructure, and more.

NR257 Working with Municipal Government Agencies

To make revitalization happen takes a wide range of partners working together. In addition to residents, neighborhood associations, property owners, community development organizations, nonprofit service agencies, and large and small private businesses, there is also a full array of municipal government agencies. To effectively blend their work and satisfy their interests are real challenges. In this class we will focus on understanding the challenges from the municipal government side—communication across agencies and departments, competing and even contradictory priorities, turf wars, politics, you name it. And we'll explore how, even from the outside, we can contribute to the formation of a collaborative environment among the multiple municipal and local government agencies and departments that have a role in revitalization. The class will discuss best practices from across the country and work through real life scenarios.

NR290 Make it Count: Measuring the Impact of Arts in Your Community

What role do the arts and cultural expression have in your community's economic and social development? How can you feasibly track and assess the impact of the arts in your community? In this course we will learn techniques for analyzing your community's capacity for developing local arts as well as how to create and evaluate different creative strategies for maximum impact that will support the revitalization of your community. This is an interactive course that includes case studies, dynamic group exercises, and class discussions.

NR390 Make it Last: Integrating Arts and Analysis to Leverage Creative Community Development

This advanced, workshop-based course will offer participants the tools needed to incorporate creative and culturally relevant elements into a holistic and responsive community organizing and development practice. Participants will practice developing key insights regarding their communities, identifying oppressive conditions that have caused harm in their communities, imagine new ideas for nourishing programs and physical changes, and implement programs, collective decision-making, and accountable governance. This course builds on content learned in NR190 and NR290; participants may also decide to join if they are well-versed in integrating creative strategies into equitable and creative community development without prior NeighborWorks coursework. This work honors and is possible because of a long history of culturally responsive and creative community organizing and development work, including indigenous placekeeping, cultural equity movements, Black-led movements for civil rights, trauma-informed community building, and more.





BEYOND CLASS CONNECTING WITH PEERS

We've been intentional about including expert instruction in the NeighborWorks Training Institute. But each day, we've built in free time outside of class hours so you can fully enjoy the benefits of being in community with fellow practitioners. Relaxing, rejuvenating, networking or getting out in the city – your choice! Whatever you choose to do, peer learning and networking informally with colleagues, and reflecting on how you're growing, is important – it encourages a relaxed, positive and open mindset and truly brings your learning to life!

We'll update our website and the registration site with additional information on these sessions as it becomes available. Complete details and registration for these activities will also be available onsite – look for an information table at Onsite Registration to assist you!

Warm Up Chicago: Winter Gear Collection Charity Drive Sunday – Wednesday at 12 pm

Join us in supporting our Winter Gear Collection Drive, where your donation of new cold-weather accessories will make a meaningful difference for individuals and families facing harsh winter conditions. Whether it's a cozy knit hat, a fleece scarf, or gloves, every item collected will help bring comfort and care to those in need. Items for men, women and children are all welcome. Look for the drop off location onsite the event. Donations accepted Sunday through Wednesday 12 pm. After that we will be packing the items up for delivery to a local charity.

REGISTRATION INFORMATION AND EVENT POLICIES

At NeighborWorks America, we are committed to providing an equitable, inclusive, respectful and supportive professional learning experience for all participants. Above all, our policies and procedures facilitate an environment that encourages diverse perspectives and the open exchange of ideas so that everyone can grow. We appreciate your adherence to these policies and procedures, and the part you play in ensuring a successful event experience. If we can be of assistance, email us at nti@nw.org or call us at 800-438-5547.

REGISTRATION

Register online at <https://collaboration.net/ntichicago2026> by Monday, January 26, 2026. If you do not require lodging, you can register on-site based on course availability. [See the event step-by-step registration visual guide.](#)

SCHOLARSHIPS

Limited scholarship assistance is available to nonprofit organization staff. For more information, visit <https://training.nw.org/>

PAYMENT POLICY

Prices for courses are listed on the grid on page 5. Credit card payment is required at the time of registration. To arrange payment by check or to arrange group registrations, please email or call us. Staff of the 240+ NeighborWorks network member organizations receive a 30% discount on course tuition, directly applied to your check-out cart. Please be sure to select Network Member and your organization from the official pull-down list when creating your registration profile to receive this benefit. **Early Bird discount cannot be combined with other discounts and must be applied at the time of registration and prior to payment.**

AMERICANS WITH DISABILITIES ACT

Please contact our Customer Experience team by Monday, December 8, 2025, for accessibility requests that may require procurement of support services, such as ASL interpretation. For other accessibility requests related to course attendance or lodging, please notify us no later than Monday, January 19, 2026.

EVENT LODGING

General admission attendees can book their own lodging at the event hotels on a first-come/first-served basis. Instructions will be included in the Travel and Logistics Guide accessible in the virtual event platform after you register. Registrants whose package includes lodging will have lodging booked for them at event hotels and can check their NTI Schedule/Itinerary in the virtual event platform after Tuesday, February 10, 2026. NeighborWorks Network registrants receive free lodging on a first-come/first-served basis when selecting a lodging package.

SUBSTITUTIONS

Substitutions will not be processed for this event.

REGISTRATION CHANGES

Registrants may make course exchanges directly in the virtual event site until Friday, January 30, 2026. Changes may only be done for a course taking place on the same days and for the same monetary value. For all other changes, please email or call us.

CANCELLATIONS/REFUNDS

Please cancel in writing via email by no later than Friday, January 30, 2026. Cancellations after this date will not be entitled to a refund. Discount codes must be applied before completing payment, as refunds or adjustments cannot be provided after a transaction is finalized.

TRAVEL AND MEALS

Meals are not served and are at your own discretion. The event does provide a minimum of two coffee/beverage breaks are provided each day. Please see the event travel and logistics guide for event specific details. If NeighborWorks does cover your travel, instructions on how to book travel will be included in the Travel and Logistics Guide available in the virtual event platform. Please visit the event resources page for details on the event policies and liability waivers, Code of Conduct, Health Policy, FAQs, Travel and Safety Tips, and other helpful information.

COURSES

Courses are from 8:30 a.m. — 4:00 p.m. daily with the exception of Friday in which courses will end at 1 p.m. To earn a certificate you must attend 100% of the course, so book your return flight accordingly.

HEALTH, SAFETY AND EVENT CONDUCT

NeighborWorks staff and event vendors are committed to ensuring a comfortable, productive event for all attendees. Participants are asked to agree to code of conduct, health and safety protocols at the time of registration, and assume any risks related to their participation. Please visit the event resources page for details on the event policies and liability waivers, FAQs, travel and safety tips and other helpful information. Participants who do not adhere to protocols will be asked to leave the event with no refund.

PHOTOGRAPHY AND SHARING OF PERSONAL INFORMATION

By attending this event, you consent to being photographed incidentally. We will not generally share your contact information unless it is needed to provide you with services related to your event attendance.



KEY EVENT DEADLINES:

- ▶ **December 14, 2025: Early Bird Registration Deadline**
- ▶ **January 26, 2026: Network Registration Deadline (Use code NTICSAVE)**
- ▶ **January 30, 2026: General Admission Registration Deadline**

[Join us Feb. 11 from 12:30-1:30 p.m. \(ET\) for an engaging Know Before You Go session that sets the stage for what's to come at the NTI in Chicago!](#)

NeighborWorks staff will let you know what to expect at the NTI and answer questions before you arrive at the event. We look forward to hosting you!

For more event information visit: <https://collaboration.net/ntichicago2026>

For customer support reach us at nti@nw.org or 1-800-438-5547

UPCOMING EVENTS YOU CANNOT MISS



We're committed to supporting the important work you do and furthering the impact of our field. To keep your skills sharp, discover new approaches to improving the lives of your community residents and enhance your career progress, join us for these exciting online and in-person offerings. You'll go home with guidance from experts, updated strategies, and the inspiration and peer contacts to put it all to work.

COMING SOON: NEIGHBORWORKS PROFESSIONAL LEARNING HUB

Get ready for a new and improved online learning experience with the new NeighborWorks Professional Learning Hub launching in January 2026!

The new Hub improves customer experience and allows you to find every course you're looking for in one place.

[Sign up to stay updated.](#)

EARN MICRO-CREDENTIALS WITH THESE COURSES:

Elevate your skill even further through earning Micro-Credentials. Plus, you can earn badges and share your success!

- ▶ **How to Negotiate: The Most Important Skill You Will Ever Learn - Accelerated Faculty-Led Course (ML282vcx).** Part of the "Foundations of Negotiation" Micro-Credential.
- ▶ **Real Estate Finance Nuts and Bolts - One-week Workshop (AH121wk).** Part of the "Affordable Housing Production" Micro-Credential.
- ▶ **The Fundamentals of Affordable Housing Development - Accelerated Faculty-led Course (AH101vcx).** Part of the "Affordable Housing Production" Micro-Credential.

SAVE THE DATE: MEET YOU IN MIAMI!

Join us **Aug. 10-14, 2026**, for the NeighborWorks Training Institute in Miami, Florida. A week of expert-led and peer learning, career-building and personal growth. See you there!