

# The Chronical

An Official Publication of the Institute for Challenging Disorganization

February/March 2011

## Highlights From the NSGCD Conference in Austin

By Diane N. Quintana, CPO®

The 2010 NSGCD conference, Creative Approaches to Client Success, was held in Austin, Texas, from Sept. 23–25. It was my second NSGCD conference. As before, all eight sessions were informative and well worth the time and money we, the attendees, invested in them. Fully 140 professionals attended the conference, and everyone I spoke to had nothing but positive comments to offer.

As a roving reporter, I made it my mission to talk to as many attendees as possible. My goal was to take note of their comments regarding the conference and the sessions. This article offers some highlights from a few of the sessions, some comments from those attending, and some of my personal takeaways.

### Opening With a Bang

The conference opened with the announcement of the NSGCD's new name: Institute for Challenging Disorganization (ICD). On Jan. 1, 2011, the name was to officially change. The new tagline will be "Education. Research. Strategies." The announcement met with an enthusiastic response from the audience.

Session I, "Chronic Disorganization Research Updates," presented by Catherine Roster, Ph.D., was an intriguing talk. Roster shared information on the kinds of professionals that are interested in



Presenter Dr. Wanda L. Bethea and ICD subscriber Ellen Hanks (photo: Naomi Whitmore)

researching chronic disorganization and its related co-morbidities. She presented interesting new statistics that indicate that there is a genetic

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## Putting Conference Takeaways Into Practice

By Suzy Wilkoff


Just when you thought your last NSGCD conference was the best, you attend another and are blown away by the information and learning experiences. This year's conference was the 10th for NSGCD and my third. Sessions held during Creative Approaches to Client Success lived up to that theme.

Creativity has always been one of the keys to my success with chronically disorganized clients, and I thrive on information from those in the

mental health profession as well as experts in other fields with synergistic knowledge.

Those of us who attend conferences return home with a great manual and lots of notes. It's taking time to review this enormous amount of information and put it into use with clients that can sometimes be challenging. If making the financial investment to attend a conference, it behooves us to use what we've learned to ensure continued

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INSTITUTE FOR CHALLENGING DISORGANIZATION	
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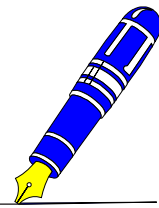
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We welcome your submissions!  
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## A Note From the President



*Names are an important key to what a society values. Anthropologists recognize naming as "one of the chief methods for imposing order on perception."*

— David S. Slawson

As of Jan. 1, 2011, the National Study Group on Chronic Disorganization has a new name: Institute for Challenging Disorganization (ICD). Take a look at the definition of each component:

- **Institute (noun):** A society or organization for carrying on a particular work, as of a literary, scientific, or educational character.
- **Challenging (adjective):** Offering a challenge; testing one's ability, endurance.
- **Disorganization (noun):** A breaking up of order or system; disunion or disruption of constituent parts; the absence of organization or orderly arrangement; disarrangement; disorder.

ICD carries on the work of being the premier resource for education, research, and strategies for overcoming challenges resulting from disorganization. This is what we value. This is why NSGCD, now ICD, exists.

The implementation of our name change marks the achievement of one of our eight strategic goals. More important than the new name itself, however, is how it will be perceived by the "outside world." Our new name will enable us to more clearly communicate our identity, professionalism, and mission to related professionals, allied organizations, professional organizers who are not yet ICD subscribers, members of the public whose lives are challenged by disorganization, and the media.

Many, many people have worked tirelessly to make Institute for Challenging Disorganization a reality. I would especially like to thank Madeleine DeNitto, chairperson of the Name Change Feasibility Task Force; Valentina Sgro, chairperson of the Name Change Steering Committee; Janine Adams, CPO-CD®, Marketing Director; Beth Quick-Andrews, Executive Director; and Jim Andrews, Management Team Leader, who created our new website. To all of you who participated in the focus groups or offered your thoughts and suggestions, please know how important your contributions were to the name change process. Now, go spread the news about ICD!

Our mission is to benefit people affected by chronic disorganization. The ICD explores, develops, and communicates information, organizing techniques, and solutions to professional organizers, related professionals, and the public.

## Conference Highlights from page 1

component, particularly when looking at hoarding; Roster said, “Eighty-five percent of hoarders describe a first-degree relative as a ‘packrat.’”

Attendee Gayle Gruenberg said she was fascinated to learn there may be a chromosome that is a link to compulsive saving. Kris Todd was interested in the fact that families are reporting their hoarding is twice as bad as that of their relatives.

One of the research projects that some members of the NSGCD have volunteered to work on is the Clutter Quality of Life Scale. A prototype of this instrument has been developed, and the group working on it will be doing some preliminary testing with small client samples. This scale will help family members recognize how the clutter is affecting the lives of their loved ones.

### Positive Psychology

Session II, “Positive Psychology and Client Success,” was presented by Dr. Wanda L. Bethea. Prior to the conference, all attendees were asked to take an online test of their own personal character strengths and to bring the results to this session. It was interesting to have the results in hand as Bethea referred to the test in her presentation.

In one of her slides, Bethea defined Positive Psychology as the scientific study of

- What makes life worth living
- What is right about/with people/organizations
- People at their best
- People living an engaged, meaningful, and pleasant life
- Positive experiences/emotions, positive traits/strengths, and positive institutions.

Once she had defined Positive Psychology, she went on explain its

goals and how it has evolved. We learned that we can attribute 50% of our happiness to genetics, 10% to life circumstance, and the remaining 40% to the activities in which we are engaged.

A strategy I learned in this session was to make a Positivity Board for a client, such as a poster with pictures or photographs that make the client feel happy, along with favorite quotes or inspirational words. Debbie Zechini told me she was interested to figure out how to take this information and apply it to the Organizer Coach Approach career.

### More Sessions

Byron Van Arsdale, Master Certified Coach, presented Session V, “Master the Secrets for Asking Effective Questions,” and Session VI, “The Sacred Tool for Coaching: Being Heard.” Van Arsdale involved the attendees in both of these sessions.

In the first, he asked for a volunteer to come to the stage so he could demonstrate the art of asking effective questions. Kristie Demke, the President of Professional Organizers in Canada, volunteered. He asked her, “What is one thing you will take back to Canada from this conference?” Demke responded that she plans to take the idea of service points back to the POC Board. She received a round of applause for that answer.

Van Arsdale said 90% of client success comes from asking great questions and 10% from giving great advice. He said that clients make the most progress when they feel they are being heard. We can increase our clients’ ability to take action through the use of questions.

In his second session, Van Arsdale described the

Talking Circle, whose rules are simple: You can only speak when holding the “talking stick.” The person speaking can only talk about what he/she knows or feels. No comments on what someone else has said are allowed. The listeners may not nod their heads in agreement or give any encouragement to the speaker.

Van Arsdale then asked us to separate ourselves into four groups according to our birth months by season. It was chaos at first but we worked together to make four separate circles of chairs. Each group was given a talking stick and encouraged to begin.

It was a little unnerving at first, and what an eye-opener for me. It was very hard not to chime in in agreement with a colleague. It was equally difficult to sit and listen and not show any emotion in either my face or through body language. I learned that sitting silently empowers the speaker to be free to honestly share what is on his or her mind. It is almost as if the speakers talk to themselves instead of speaking to an audience. Barry Izsak told me that he thought this was a very useful skill that will allow him to be more effective with his clients.

*See Conference Highlights, page 9*



ICD President Kathy Trezise, CPO-CD®, CPO®, and ICD Executive Director Beth Quick-Andrews, CAE, during the Annual Meeting (photo: Naomi Whitmore)

## Thank You!

The subscribers of the  
**Institute for Challenging Disorganization**  
are grateful to the sponsors and volunteers  
who made the **Creative Approaches  
Conference** in Austin on Sept 23-25, 2010  
a huge success!



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## Challenging Client

By *Eve D'Onofrio*

You are contacted by a prospect, "Maya," who asks you for assistance with organizing. Maya explains that her mother was a hoarder but that she herself is "very organized." Only recently, some health issues have interfered with her ability to organize.

At your first appointment, you discover that Maya is in fact a Level V hoarder. The home is filled with small pathways, and there is a strong pet odor and clear evidence of animal infestation. You begin working with Maya in a back room and are feeling as though the situation is beyond your scope of expertise. Maya is not seeing a medical professional for her situation and denies any hoarding tendencies. Most of your time is just sorting and shifting stuff from room to room.

### What would you do?

Ask more questions on the phone first, suggests Sheila G. McCurdy, "especially when someone says that their mom was a hoarder." McCurdy chooses not to work with people who hoard severely. Instead, she encourages them to seek specialized therapy, and possibly medication, *before* attempting to tackle the clutter. She reasons, "[Any professional organizer] willing to walk in and try to start organizing is only kidding themselves and taking money unethically."

Evelyn Gray recommends emphasizing "that this is a health and safety issue" and encourages viewing letting go as a gift to others and oneself. If Maya is in denial, suggest she watch a hoarding show on TV, and "ask her if she knows anyone like this," says Gray. "They may see themselves in the TV show, and how everyone is trying to help, including medical professionals. Perhaps, then, progress can be made."

If a "CD client is not within our service threshold," warns Bill Edwards, "we should consider either a collaboration, or a referral to a fellow PO who has the training to continue with this client." If, after a couple of sessions, Maya doesn't let go of some items, Edwards recommends a tough love approach. "It is our responsibility to ensure Maya understands" all the risks, including the potential for a government intervention, fire, risks to the animals, illness, injury, etc.

Speaking of risks, it's important to protect ourselves as organizers. When working with clients like Maya, wear protective covering, dust masks, and gloves. While it might offend or surprise some of your clients, it's a powerful way to demonstrate how much you value yourself (by wearing protective gear) and them (by putting it on and getting down to business).

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# Education & Beyond for POs

By Jennie Delancy

Education is the foundation of competency in any profession. While there are not any specific educational requirements to become a professional organizer, education is essential in establishing credibility, confidence, and competitive advantage.

This is of particularly high importance for those who operate their own business as a professional organizer. Your clients are investing in you, your business, and most vital, their lives. Overlooking your own education may have a detrimental impact on your business and professional image, as well as on your income potential.

The good news is that while there is not one concrete educational standard, there are different credentialing programs, each with its own unique set of requirements. NAPO developed the CPO® (Certified Professional Organizer) credential under the auspices of the BCPO (Board of Certification for Professional Organizers) in an attempt to establish minimal educational standards for the industry.

According to BCPO, “CPO Certification recognizes those professionals who have met specific minimum qualifications and have proven through examination and client interaction that they possess the body of knowledge and experience required for certification.”

ICD also administers a certification program, CPO-CD® (Certified Professional Organizer in Chronic Disorganization), which is designed for professional organizers interested in working with the chronically disorganized population and is earned on a tiered competency curriculum (Levels I–V). Both the CPO and CPO-CD credentials are widely acknowledged in the industry.

Besides these, there are other credentialing entities that also may be beneficial. Not every credentialing process or training is created equal. The best advice here is to know yourself and what you seek to accomplish personally and professionally as a professional organizer.

The beauty of the organizing industry is that it encompasses a vast range of specialties and niches. As such, each professional organizer has the ability to design an educational approach, tailored to explicitly meet his or her distinct professional goals, from among a near-endless array of classes. Classes are offered in both traditional and non-traditional methods, with most being delivered via teleclass, online, in the classroom, or by blended modes.

The core skill sets required of professional organizers are gleaned from a number of other disciplines and professions, including project/business management, psychology, education,

finance, technology, Lean Six Sigma, coaching, interior design, real estate, home economics, consultancy, and administrative/executive assistance. Consequently, it can be challenging to balance such a wide knowledge base with a specialty, especially to a novice. In an effort to demystify the educational options available to organizers, I've included a listing of resources.

While there is not one standard trajectory for education and credentialing as a professional organizer, it's important to select and devise an educational plan in accordance with your personal and business mission, philosophy, goals, timetable, and budget. Veteran organizers can expand their knowledge base by taking refresher courses, learning a new niche or unconventional methodology for organizing, or even learning to use social media to expand their service offerings and gain greater exposure.

Have fun, take a small step each day to advance your professional/educational goals, and enjoy the process, and the payoffs will be immense.

## Educational Resources

- ICD/NSGCD certification  
*See Organizer's Tool Kit, page 10*



## New Subscribers

Welcome to our newest subscribers. The ICD now has more than 460 subscribers.

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NY	Colette Shine	USA
GA	Candy Stuber	USA

*(New subscribers as of December 15, 2010)*

# CD Issues in the Media

By Jennifer Sampson

Wanda Chow. “Cutting clutter (with humour) can lead to emotional healing: Author.” *Bclocalnews.com*. Dec. 13, 2010. A pair of Burnaby, British Columbia, professional organizers have co-authored a book, *Good Riddance: Showing Clutter the Door*. It offers practical, humorous advice for people trying to get rid of their CRUD (“Completely Ridiculous Useless Debris”). The authors discuss the healing benefits of a clean home, saying that decluttering can serve as an emotional healer for everything from stress to a bad breakup. [www.bclocalnews.com/lifestyles/111801054.html](http://www.bclocalnews.com/lifestyles/111801054.html)

Sandra Fleishman. “Overstuffed at the holidays.” *The Washington Post*. Nov. 27, 2010. The holiday-induced scramble for additional storage space often leads homeowners and renters to consider employing the services of a professional organizer. However, with the holiday season still in full

swing, there is often a reluctance to get started with the decluttering process. The article highlights the importance and use of storage space in a home and organizational advice for hopeful home-sellers. [www.washingtonpost.com/wp-dyn/content/article/2010/11/24/AR2010112407871.html](http://www.washingtonpost.com/wp-dyn/content/article/2010/11/24/AR2010112407871.html)

Robert London, M.D. “Decluttering — Is it therapy?” *Psychology Today*. Nov. 5, 2010. Consulting with professional organizer and NAPO member Gillian Wells, London explores the mental health aspect of helping people with their accumulation of clutter or the process of hoarding, “emotional conditions in which anxiety, shame, embarrassment, depression, and family stressors are at play.” Wells makes it clear that while clients are highly motivated for change, there isn’t any talk about having psychological problems during her work with them — an important clarification, as she is not trained as a mental health expert. London highlights the importance of interdisciplinary respect between professionals working with this clientele. [www.psychologytoday.com/blog/two-minute-shrink/201011/decluttering-is-it-therapy](http://www.psychologytoday.com/blog/two-minute-shrink/201011/decluttering-is-it-therapy)

Erica Sandberg. “Hoarders: Buried in debt.” *FoxBusiness.com*. Oct. 20, 2010. The article discusses how hoarding can lead to money-related problems, citing Dr. Randy Frost, author of *Stuff: Compulsive Hoarding and the Meaning of Things*: “About 75% of people with hoarding problems buy excessively, with over half qualifying for a diagnosis of compulsive buying. ... Hoarders tend to have lots of credit cards and pile up huge credit card debt.” The article discusses the impact of this financial burden on friends and family members and offers resources for financial and psychological help. [www.foxbusiness.com/personal-finance/2010/10/20/hoarders-buried-debt/](http://www.foxbusiness.com/personal-finance/2010/10/20/hoarders-buried-debt/)

Deborah M. Todd. “From clutter to calamity: Psychological disorder of hoarding getting more attention.” *Pittsburgh Post-Gazette*. Dec. 2, 2010. This article follows a Pennsylvania woman through problems with depression, which later turned to problems with hoarding. It cites ICD member and professional organizer Leslie McKee, saying that 5% of the nation’s population is living with hoarding-related symptoms and 92% of those people can be diagnosed with additional psychiatric disorders. [www.post-gazette.com/pg/10336/1107339-55.stm](http://www.post-gazette.com/pg/10336/1107339-55.stm)

*Editor’s Note:* The links included in these references were working as of submission date. If you find that the link doesn’t work, the website may have removed the material or moved it to another web page location. You may still be able to find the article cited by using a Google search with the article title, keywords, and publication dates provided here.

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**The ICD is proudly affiliated with the Australasian Association of Professional Organisers (AAPO), the National Association of Professional Organizers (NAPO), Professional Organizers in Canada (POC), the National Association of Senior Move Managers (NASMM) and the Netherlands Professional Organizers (NBPO).**



## Takeaways from page 1

success with our clients.

I'll never forget one tip I learned at an NSGCD conference: The strategy of not letting a hoarder touch the items you are trying to get him or her to get rid of has helped tremendously in my work.

In establishing this year's conference goals, Shelly Morrison, CPO-CD®, said, "In an effort to set realistic expectations for myself, I jot down my 'a-ha moments' (something that rates a 9 or 10), and then I follow up with developing an action plan to implement them into my business and/or personal life."

### 'A-Ha Moments'

This year, many of my own clients were curious about what new tools I brought back, and like Shelly, I am prepared to discuss my own a-ha moments.

Dr. Wanda Bethea, who specializes in Positive Psychology, encouraged us to help our clients (and ourselves) focus on what is right rather than what is wrong. Using Positive Psychology can shift our client's preoccupation with repairing the worst things in life to a focus on building positive qualities.



Rebecca Dameron, Kc Coolbaugh, and Carl Cormany at The Patience Oaktree Fan Club vendor table (photo: Naomi Whitmore)

Several colleagues shared with me their a-ha moments from the other presenters and how they will use the information with clients. Lisa Schlesinger, CPO-CD, COC, after attending Dr. Richard Handley's session on Emotional Intelligence, mentioned that she is currently coaching an ADD client around getting her life in order. Lisa said, "She is an information junkie and has a special interest in mental health and how the brain works."

Upon return from Austin, Lisa shared with this client a bit about what she learned from the session and said her client "was very intrigued and wants to research this further to see how this could help her."

I found Dr. Handley very engaging, particularly when he spoke on improving impulse control and encouraged avoiding making decisions under stress. To be great communicators, he urged us to listen emphatically.

### 'Quegesstion'

Byron Van Arsdale, a Master Certified Coach, introduced a cool word that will stick with me. During "Master the Secrets for Asking Effective Questions," Van Arsdale mentioned the "quegesstion," a suggestion masked as a question with the intention of manipulating the client. Originally coined by Michael Stratford, a "quegesstion" is a huge mistake when



Presenter Dr. Richard Handley speaks about Emotional Intelligence. (photo: Lauri Mennel)

working with chronically disorganized clients.

Van Arsdale pointed out the importance of using "what" and "how" (open) questions when working with clients, as well as "who," "where," and "when" (closed) questions for specific details and setting tasks.

He advised us to not ask "why" questions except in rare cases. Instead, Van Arsdale suggested asking the client, "Can you help me understand it?" Upon returning from the conference, I found myself using "why" with a client and stopping in mid-sentence to rephrase my question. Thank you, Byron.

"I am going to take Byron Van Arsdale's advice to use simple sentences (questions) home to use with my chronically disorganized clients," said attendee Diane Judd. Van Arsdale suggested asking one simple question at a time (seven to 10 words maximum). "Complex questions," he said, "can be very confusing to the client."

Andrea Sharb, CPO®, COC, said, "Van Arsdale's presentation provided further validation for me of the power of coaching and importance of truly

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## Takeaways from page 7

listening to my clients. I believe that our chronically disorganized clients especially benefit from being heard because they are so often struggling in many facets of their lives and often believe they are incapable of addressing their own challenges.

“Use of coaching techniques and having that very uncommon conversation with our clients (one where we are listening more than speaking) can have an amazing impact on their ability to create their own change.”

### More Good Advice

In the next session, presenter Debbie Stanley discussed compassion fatigue (burnout) and vicarious traumatization, when one is impacted by another’s trauma. This session could have been called “Self-Care for the Professional Organizer.” She built on previous presenters’ recommendations about listening, encouraging us to remain active listeners without feeling what is said. Stanley told us to avoid visualizing the client’s experience by letting them speak but not allowing ourselves to feel obligated to respond.

A panel discussion of mental health

professionals and a biorecovery expert reminded us about the importance of collaboration. Those of us who are fortunate to have these types of relationships can attest to the enhancement they provide in the success of our clients. It is one thing to recognize that our clients often

need additional help beyond our scope of expertise, but is sometimes a challenge to find the right professionals who share a collaborative spirit. Spreading the word about the work that we do and the importance of teamwork with mental health professionals is an ongoing effort.

To ensure continued success, I encourage everyone to take information absorbed at this conference and actively use it with clients. For those unable to attend, you can obtain information on any of the presenters online.

It’s difficult to imagine how the 2010 NSGCD Conference in Austin



Ron Shuma and other attendees listen attentively to one of the conference’s presenters. (photo: Naomi Whitmore)

can be topped, but I look forward to seeing you Sept. 15–17, 2011, in Raleigh to find out.

*Contributor Suzy Wilkoff owns Tasks Unlimited in Palm Beach, FL, and can be reached at [tasks@bellsouth.net](mailto:tasks@bellsouth.net).*



Carolyn Miller, Cherie Ware, and Cris Sgrott-Wheedleton at one of the conference’s many networking opportunities (photo: Lauri Mennel)



Conference Presenter Debbie Stanley, CPO-CD®, discusses compassion fatigue and vicarious traumatization. (photo: Naomi Whitmore)

## Conference Highlights from page 3

### Addressing Neediness

Session VII, "Risk Reduction and Recovery from Compassion Fatigue and Vicarious Traumatization," presented by Debbie Stanley, MA, MS, LLPC, CPO-CD®, gave us insight to the ways in which we risk our emotional selves and how to better prepare ourselves.

Stanley advised us to limit our caseload of needier clients. She also said that we make ourselves vulnerable because we work hands-on with our clients and because we keep their confidences. When the client has a limited support group, we often will step in and offer the support the client needs. Stanley offered several tips: Make sure to eat properly, exercise, get plenty of sleep, and take vacations.

She also advised us to cultivate a ritual before going to a difficult client's job in order to compartmentalize the experience and when we finish work for the day to de-stress. Stanley suggested that our case notes on the client can serve to contain the client's story and also provide us with a means to release our thoughts without violating client confidentiality. Leslie Josel told me that this session helped frame her experiences with clients and that it really helped to put a name on what she had been experiencing.

I have only touched on some of the conference sessions and really just scraped the surface. I hope that, for those of you who attended conference, this article brings back some good memories. For those of you who did not attend, I hope reading this will spur you to attend in 2011, because going to conference is one of the best investments you can make in yourself and your business.

*Contributor Diane Quintana, CPO®, owns DNQ Solutions and is based in Atlanta. You can reach her at [diane@dnqsolutions.com](mailto:diane@dnqsolutions.com).*

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*Certificate Holders as of December 15, 2010*

# Teleclass News

*Regular Teleclass Night for the 1st Quarter of 2011 is Monday.*

## **Regular/Standard Teleclasses**

Date: Mon., Feb. 7, 2011

Time: 8 p.m. Eastern

Topic: Organizer Teams: When to Use Them, How to Build Them and Why They Work (ADM-36)

Presenter: Mindy Godding, CPO-CD®, and Victoria Roberts-Russell, CPO®

Date: Mon., Feb. 14, 2011

Time: 8 p.m. Eastern

Topic: Recognizing the Lines Between Psychotherapists, Coaches & Professional Organizers (ADM-365)

Presenter: Denslow Brown, CPO-CD, MCC

Date: Mon., Feb. 28, 2011

Time: 8 p.m. Eastern

Topic: That Crumpled Paper Was Due Last Week: Helping Disorganized Teenagers (LS-275)

Presenter: Ana Homayoun

Date: Mon., March 7, 2011

Time: 8 p.m. Eastern

Topic: Organizing Children (Aged 5–12) in a CD Household (STU-195)

Presenter: Kate Varness, CPO-CD

Date: Mon., March 14, 2011

Time: 8 p.m. Eastern

Topic: Motivational Techniques for the CD Client (ADM-370)

Presenter: Terry Prince, CPO-CD

Date: Mon., March 21, 2011

Time: 8 p.m. Eastern

Topic: Understanding Procrastination Pitfalls (LS-280)

Presenter: Jill Lawrence, CPO-CD

Date: Mon., March 28, 2011

Time: 8 p.m. Eastern

Topic: Kaizen – The Next Step for the Chronically Disorganized Client (ADM-375)

Presenter: Kathy E. England, C.O.C., and Jennifer McDaniel Wolfe, CPO-CD

Newsletter submissions are due on the 15<sup>th</sup> of February, April, June, August, October & December to [editor@challengingdisorganization.org](mailto:editor@challengingdisorganization.org).

## Organizer's Tool Kit from page 5

program: [www.challengingdisorganization.org/content/overview-0](http://www.challengingdisorganization.org/content/overview-0)

- BCPO's certification program: [www.certifiedprofessionalorganizers.com](http://www.certifiedprofessionalorganizers.com)
- QC Design School Advanced International Professional Organizer Program: [www.qcdesignschool.com/organizing/organizing.asp](http://www.qcdesignschool.com/organizing/organizing.asp)

*Other Training Programs for Professional Organizers:*

- [www.coachapproachfororganizers.com](http://www.coachapproachfororganizers.com)
- [www.professionalorganizertraininginstitute.com](http://www.professionalorganizertraininginstitute.com)

[institute.com](http://www.institute.com)

- [www.professional-organizers.com/program.shtml](http://www.professional-organizers.com/program.shtml)

*Small Business Resources:*

- [www.sba.gov](http://www.sba.gov)
- [www.score.org](http://www.score.org)
- Project Management Training: NAPO also offers some PM courses; PMI (Project Management Institute) is the world leader and governing body for PM related training and topics: [www.pmi.org](http://www.pmi.org)

*Lean Six Sigma Resources:*

- [www.issp.com](http://www.issp.com)
- [www.lean6.org](http://www.lean6.org)
- <http://asq.org>

*Interior Design Certificate Training:*

- [www.scps.nyu.edu/areas-of-study/design-programs/professional-certificates/interior-design.html](http://www.scps.nyu.edu/areas-of-study/design-programs/professional-certificates/interior-design.html)
- [www.extension.ucr.edu/academics/certificates/interior\\_design.html](http://www.extension.ucr.edu/academics/certificates/interior_design.html)

*Coaching Resources:*

- [www.coachfederation.org](http://www.coachfederation.org)
- [www.kaizenmuse.com/about/why-kmcc-works.html](http://www.kaizenmuse.com/about/why-kmcc-works.html)
- [www.marthabeck.com/coach\\_training.php](http://www.marthabeck.com/coach_training.php)
- [www.icoachacademy.com](http://www.icoachacademy.com)

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