

DCM

DENNIS C. MILLER

DCM CENTER FOR NONPROFIT GOVERNANCE AND LEADERSHIP

DCM LEADERSHIP TEAM



DENNIS C. MILLER
CHAIR & CEO



ALLAN WEISBERG
EXECUTIVE VICE
PRESIDENT



PATRICK COLLINS
EXECUTIVE VICE
PRESIDENT

MISSION

We help nonprofit organizations maximize their impact by providing data-driven CEO, executive leadership and Board assessments and evaluation surveys as well as experienced coaching and consulting services to ensure stronger leadership, greater accountability, and sustainable growth.

VISION

To be the trusted national leader in nonprofit board governance and leadership development—delivering unparalleled assessments, evaluation tools, and expert coaching that empower CEOs and Boards to lead with clarity, confidence, and impact.

BOARD & LEADERSHIP RETREAT FACILITATION

KEY RETREAT COMPONENTS

- As location, location and location is to real estate, preparation, preparation and preparation are the keys to having a successful retreat.
- Solicit input from as many stakeholders to ensure that all key constituents are heard.
- Focus on the retreat agenda of the three priorities listed above. It is much better to go into depth on a few issues than to spend the entire retreat on too many topics leaving little achieved or accomplished.
- Set approximate timelines for each topic to be discussed.
- Create breakout groups to ensure that everyone has a chance to be heard and called upon to participate. It is crucial to involve every attendee and encourage them to express their ideas and suggestions. One of the goals of the retreat is to build camaraderie and socialization.
- Allow ample breaks between key topics. People need to stand up, go to the restroom, make a call to their family, or just socialize with their colleagues. Have everyone at least stand up and stretch before the next topic.
- Build consensus on all key issues discussed and create key action steps for each priority area of discussion. It is crucial to develop a set of goals for follow up on all action items. Though everyone hopefully leaves the retreat energized and motivated, it is important for a set of required actions and responsibilities to follow for long-term success.
- Submit a written retreat summary report highlighting all key issues discussed and what consensus was developed.
- Perform a retreat customer satisfaction survey approximately one week after the retreat to determine what the participants liked, disliked, which topics, if any, might need further discussion and/or new topics for a future retreat.

RECENT CLIENT TESTIMONIALS

We are deeply in Dennis' debt for a highly successful strategic planning retreat this weekend. Dennis listened to our concerns, embraced our goals, and skillfully built a consensus for them among our quite disparate board, all while living within our tight budget. He engaged the entire board and let them express their thoughts but without allowing any of them to dominate or take us on tangents. Dennis kept everyone thinking but also smiling. He is a true professional.

Chuck Freyer, Chairman, Princeton Internships in Civic Service
Princeton University

Dennis facilitated our Board of Trustees retreat with a focus on Board Governance and Trustee roles. It was no small task to facilitate the meeting for 20 of us—all leaders in organizational life and many who have attended other retreats. Dennis was very effective at keeping the discussion focused, creating opportunities for everyone to provide input, and using his experience as a CEO to provide examples that clarified issues being debated. I recommend Dennis unequivocally.

James F. Birge, Ph.D., President
Franklin Pierce University

Thank you for being such a fabulous, motivational speaker and facilitator for our annual Board Retreat. Your organization was impeccable, your insights were right on target, and your presence was absorbing. To put it another way, the day, thanks to you, exceeded my expectations and clearly made a positive impact on the entire Board.

Elaine I. Grobman, Executive Director
Susan G. Komen for the Cure, Philadelphia Affiliate

Dennis Miller can 'talk the talk' because Dennis has 'walked the walk; he has been there, done that! You know immediately that Dennis isn't merely speaking from the theoretical or from a textbook but rather, he has a wealth of rich and tremendous knowledge to draw from when providing counsel. And his communication style is refreshing – In the seat I occupy, it is comforting to know I can tap into that treasure of experience to help advance the mission I am privileged to represent.

Tom Weatherall, President & CEO
Make-A-Wish Foundation of New Jersey

STRENGTHENING THE CEO AND BOARD PARTNERSHIP

Building a successful nonprofit organization hinges on the strong partnership between the CEO and the board as outlined in Dennis's book – *The Importance of Nonprofit Board Leadership: A Guide to Creating a Highly Successful Nonprofit Board*. The collaboration between these key players is pivotal in determining the organization's effectiveness and prosperity.

DCM will help you deliver the following results:

- Help create a more engaged and motivated board using our 50% rule
- Develop an open and honest dialogue in addressing key organizational issues
- Leveraging the diverse talents, experiences, and insights of each board member
- Ensuring that every member should feel valued, with their voices heard and welcomed
- Create a culture of mutual respect and proactive decision-making
- Ensure that your organization positively impacts the community it serves.

“Dennis and his team worked with us on how to strengthen our CEO and board partnership to create a more dynamic and high performing nonprofit board. Everyone enjoyed the process of learning the key components of strengthening our “partnership” especially on how to recruit new board members based on personal competencies first and skills second and how to make our board members more engaging and motivating for everyone.”

Dr. Laura Heinz

CEO

Stanford Sierra Youth & Family Services

CREATE A LEADERSHIP DEVELOPMENT PROGRAM

To thrive, rather than just survive, CEOs and their leadership teams must establish a comprehensive leadership development program across the entire organization.

DCM will help you deliver the following results:

- Learn how to assess, develop and retain your leadership talent
- How to foster cohesion, collaboration, and shared goals among team members
- How to develop the leadership behaviors needed to succeed
- How to implement and support your leadership plan
- Demonstrate the benefits of your leadership development plan
- Ability to lead your organization towards the desired levels of success.

“Dennis Miller’s facilitation of our team’s leadership development program was exceptional. His inclusive and supportive demeanor fostered an environment where open and honest discussions thrived. Dennis’s guidance was empowering, allowing us to tackle challenges confidently while respecting our autonomy. By encouraging introspection on our vision and values, he steered us towards strategic decisions that align with our mission. Dennis’s blend of personable interactions, expert knowledge, unbiased guidance, and strategic acumen has significantly enriched our organization. I enthusiastically endorse Dennis Miller as a consultant for non-profit boards and CEOs.”

Susan L. Smith

Chief Executive Officer

Ouachita Behavioral Health & Wellness

DEVELOPING A SUCCESSFUL CULTURE OF PHILANTHROPY

Every nonprofit organization relies upon the philanthropic support of others to ensure that the necessary resources are available to carry out their mission. Yet, despite all the knowledge about fundraising, many nonprofits still struggle to achieve any real level of success.

DCM will help you deliver the following results:

- How to create a Tri-Partnership of Philanthropy between your CEO, Board and Development Officer.
- Understand that people give to success and the needs of those you serve, not your organizational needs
- Remove the feeling that board members “would rather have a root canal that ask someone for money”
- Transition from the “tin cup theory” to the “investment theory” of fundraising
- Understand “moves management” to increase the level of donation from each donor
- Dramatically increase new donors and new dollars

“I have had the pleasure of meeting Dennis recently at a workshop about creating a culture of philanthropy. Each time I hear him speak; he gives me so many things to think about, including helping Boards cultivate relationships to expand an organizations donor base, enhance their bottom line, and engage others with their mission. Dennis’ ideas and thoughts on how to truly engage leadership and board members to create a successful culture of philanthropy is phenomenal. I highly recommend inviting him to hear him speak.”

*Peggy Banko
Director of Development
Community Hope, Inc.*

COACHING AND CONSULTING SERVICES

Whether you’re a CEO, board chair, or a member of your leadership team, performance coaching can significantly improve your leadership outcomes for the benefit of your organization and those you serve. We believe in empowering leaders to unlock their full potential and achieve lasting success in their professional roles.

DCM will help you deliver the following results:

- Increased confidence and ability to be a more effective leader
- New insights and self-awareness into one’s behavior
- Enhanced performance as CEO, board chair or entire leadership team
- Ability to constructively confront the tough issues and decisions making
- Ability to develop their one’s solutions rather than have them externally imposed
- A roadmap for personal growth and success

“Dennis Miller can ‘talk the talk’ because Dennis has ‘walked the walk;’ he has been there, done that! You know immediately that Dennis isn’t merely speaking from the theoretical or from a textbook but rather, he has a wealth of rich and tremendous knowledge to draw from when providing counsel. And his communication style is refreshing – Dennis doesn’t mince words...he tells it like it is! In the seat I occupy, it is comforting to know I can tap into that treasure of experience to help advance the mission I am privileged to represent.

*Tom Weatherall
President & CEO
Make-A-Wish Foundation of New Jersey*

“We engaged DCM at a time when our board was dealing with some incredibly challenging board governance issues. DCM interviewed all members of our board and made immediate recommendations for improving the work of our board. It became immediately apparent that Dennis and his team were a major asset to me as the board chair and our chief executive officer both as a good listener, but as trusted experts as a board and leadership coach.”

*Thomas Johnson
Board Chair
Wordsworth Academy, Philadelphia*

PERFORMANCE ASSESSMENTS AND EVALUATIONS

We don't provide a score, we provide nonprofit best practice solutions

The DCM Center for Nonprofit Governance and Leadership offers five performance assessments and evaluations without any membership fee requirements for only \$1800 each. Each assessment and evaluation comes with a full written report presenting strengths and areas of needed improvement and an hour of virtual consultation to discuss the results and a

choice of either of our online courses below.. All results are completely confidential and do not identify the responder who participated in the survey. We also offer our 360 Leadership Development Tool for \$600, however, when you purchase the Annual CEO Evaluation and Self Evaluation together the combined fee is \$2100, a \$300 savings.

THE ANNUAL CEO EVALUATION AND SELF EVALUATION

The annual CEO performance review is a crucial process aimed at evaluating the CEO's effectiveness in meeting organizational goals and performance expectations. It serves as a platform to acknowledge the CEO's achievements and pinpoint areas for growth and also includes a CEO Self-Evaluation survey. By reflecting on these areas, CEOs can gain valuable insights into their performance and contributions, paving the way for continuous improvement and success in their leadership role.

The DCM CEO Evaluation and Self-Evaluation will include a comprehensive review and recommendations on the following topics:

- Organizational performance
- Strategic leadership
- Board and community relations
- Positive brand identity
- Fiscal stewardship
- Fostering a culture of philanthropy

DCM's Annual CEO Performance Evaluation and 360 Leadership Survey create a comprehensive review and communication tool for the Board and CEO. The feedback provided from the evaluation tools was insightful and validating. The tools provide a comprehensive review of management competencies, leadership behavior, and progress toward meeting strategic organizational goals by incorporating the perspective of the board members and direct reports, compared to your own perceptions. I highly recommend these tools and the process supported by Dennis and his team!

*Anne Ogden
Executive Director
CTC Academy*

THE ANNUAL EXECUTIVE LEADERSHIP TEAM EVALUATION SURVEY AND SELF-EVALUATION

This survey should be completed by the organization's CEO. The goal of the annual Executive Leadership Team Member Annual Performance Survey is to recognize how well each member of the CEO's executive team is performing in their job and to identify ways to improve, if any, going forward. This review should be based on the agreed upon goals set by the CEO and his/her executive team member for the most recent year and compared to the actual performance and achievements of each executive leadership team member.

The Executive Leadership Team Member Annual Performance Survey goes hand-in-hand with the Executive Leadership Team Member Self-Evaluation,

which allows the executive team member to reflect on and document what have been their key achievements and successes of the past year. This survey should be completed by every member of the organization's executive leadership team. The goal of the Executive Leadership Team Member Self-Evaluation is to give the executive an opportunity to reflect on and document what have been their key achievements and successes of the past year.

The Annual Executive Leadership Team Evaluation and Self-Evaluation Survey is only \$1800 for up to 8 executives reporting directly to the CEO. Contact DCM if you need additional leadership team member surveys.

360 LEADERSHIP DEVELOPMENT TOOL

A Proven Assessment Approach for Nonprofit Executives

Exceptional leadership is the engine of every successful nonprofit. But even the most committed CEOs and executive leaders need candid, structured insight to grow and lead with greater clarity, confidence, and effectiveness.

Great nonprofit leaders are not only self-aware — they understand how their leadership is perceived and experienced by others. That's why DCM now partners with the Talexes research-based leadership development tool to provide anonymous 360 feedback from board members, direct reports, peers and even community stakeholders. Our 360 goes beyond surface-level feedback to uncover:

- Strengths that elevate your leadership impact
- Blind spots that may hinder team performance
- Alignment (or misalignment) between self-perception and how others experience your leadership
- Clear, actionable insights for coaching, growth, and performance optimization

Why Nonprofit CEOs Use the DCM 360 Leadership Development Tool:

- Enhance board relationships by demonstrating transparency and a commitment to growth
- Build stronger teams by modeling accountability and self-awareness
- Develop succession pipelines by mentoring leaders with real-world feedback
- Elevate organizational performance through improved decision-making and leadership presence

Whether you're preparing for strategic growth, navigating change, or simply committed to being the best version of yourself as a nonprofit CEO — the DCM 360 Leadership Development tool can be your catalyst for transformation.

NONPROFIT BOARD GOVERNANCE ONLINE ASSESSMENT SURVEY

While good boards evaluate their CEO, great boards assess their own performance against national nonprofit best governance practices creating a culture of continuous improvement. Enhance your organization's impact by understanding and optimizing these key areas.

The DCM Board Governance Assessment Survey will include a comprehensive review and recommendations on the following topics:

- Mission, Vision, Values, and Culture
- Strategic Goals
- Board and CEO Partnership
- Executive Leadership
- Board Governance
- Impactful Programs and Services
- Positive Brand Identity
- Philanthropy

The DCM Team developed an extremely valuable assessment of our governing board at Santa Fe Recovery Center. Their perceptions and insights resulted in actionable recommendations our board embraced, understood and implemented. In addition, Allan Weisberg of DCM conducted 360 evaluations of both the board chair and CEO which were comprehensive and effectively collected the perspectives of the many people who participate in our organization's success. Allan's insights into the 360 results enabled me as board chair to develop an improvement plan that's paying great dividends.

*Thomas Starke
Board Chair
Santa Fe Recover Center*

NONPROFIT MEMBERSHIP ASSOCIATION BOARD ONLINE ASSESSMENT SURVEY

A nonprofit membership association board is a group of elected or appointed individuals who govern and oversee the operations of a membership-based nonprofit organization. Similar to the above, your membership association board assessment will compare your own performance against national nonprofit membership association board's best governance practices creating a culture of continuous improvement.

The DCM Nonprofit Membership Association Board Governance Assessment Survey will include a comprehensive review and recommendations on the following topics:

- Mission, Vision, Values, and Culture
- Strategic Goals
- Board and CEO Partnership
- Executive Leadership
- Board Governance
- Financial Management
- Impactful Programs and Services
- Positive Brand Identity
- Fundraising

EXECUTIVE LEADERSHIP & BOARD GOVERNANCE ONLINE ASSESSMENT SURVEY

Dennis's acclaimed work, "The Power of Strategic Alignment: A Guide to Energizing Leadership and Maximizing Potential for Today's Nonprofit Organization," highlights the significance of alignment in fostering positive social impact within the community. A stronger alignment equates to a more profound benefit for those the nonprofit serves while amplifying its impact on the community in need. Elevate your organization's effectiveness and unity by understanding where you excel and where growth is essential.

The DCM Executive Leadership & Board Governance Assessment Survey will include a comprehensive review and recommendations on the following topics:

- Mission, Vision, Values and Culture
- Strategic Goals
- Board and CEO Partnership
- Executive Leadership
- Board Governance
- Impactful Programs and Services
- Positive Brand Identity
- Philanthropy

"The DCM Executive Leadership & Board Governance Assessment Survey and their CEO Annual Performance Evaluation tools enabled our board and CEO to create a baseline evaluation of our current performances and helped us develop a specific plan of action going forward to ensure the sustainability of our mission. I highly recommend them."

*Robert Kley
Chair of the Board
Monarch Housing Associates.*

NONPROFIT BOARD GOVERNANCE & EXECUTIVE LEADERSHIP ONLINE COURSES

Most nonprofit organizations have great causes and powerful missions that are being advanced through the efforts of dedicated professionals, yet far too many organizations still struggle to achieve the level of excellence their mission requires. One of the key responsibilities of every nonprofit CEO and Board Chair is to engage and motivate their board and leadership team to be passionate about serving their mission and achieving their strategic vision.

DCM offers two online courses that enables you to invest in your nonprofit board members and executive leadership team's success. Each online course is one-hour and includes a course workbook.

How to Become a High Performing Nonprofit Board has the following modules:

- The characteristics of and obstacles to becoming a high performing board
- How to become a high performing board chair
- The board's relationship with the CEO
- The board's role in achieving the organization's strategic vision
- Does your organization struggle with fundraising?
- Board committee structures and performance
- Dealing with difficult board behavior
- Measuring the board's annual performance

How to Become a High Performing Executive Leadership Team has the following modules:

- Visionary thinking
- Emotional Intelligence
- Relationship builder
- Entrepreneur spirit
- The CEO's role in philanthropy
- Brand builder
- Strategic collaborator
- Succession planner
- Inspirational motivator

The fee for an individual for each course and workbook is \$195 and includes a free 30 minute virtual consultant with DCM. If you wish to purchase either course and workbooks for your entire board or leadership team the fee is \$995 including a free virtual one-hour session with DCM.

“Dennis Miller’s presentation on How to Develop a High Performing Board was a truly enjoyable combination of informative content and open dialogue - with lots of laughs in between. The feedback has been so positive that I have scheduled Dennis to return for another presentation on the Board’s Role in Fundraising at our next Board meeting. I highly recommend Dennis to all nonprofit boards who want to improve their performance.”

*Christine LaRocca, Esq.
Board Chair
Spectrum for Living*

“As a long-term volunteer for over 40 years in numerous nonprofit organizations including business trade associations, I found DCM’s online course How to Become a High Performing Nonprofit Board to become a timeless source of excellent information that is loaded with best practices for any board wishing to improve upon the board’s effectiveness. I highly recommend to any board member or CEO who is looking to educate both new or experienced board member in all areas of effective nonprofit board governance.”

*Walter Brasch
Chief Success Officer
Prager Metis CPA*

“Dennis Miller has launched an insightful online course titled “How to Become a High Performing Nonprofit Executive Leadership Team,” designed specifically for nonprofit executives and boards. This course offers valuable information and practical tips beneficial for individuals at various levels of board development. The engaging videos complement a companion handbook, enhancing the learning experience. The thought-provoking questions at the end of each module serve as excellent discussion starters and aids in assessing the board and CEO’s effectiveness. Kudos to Dennis for generously sharing his wealth of knowledge and expertise!”

*Allison Blake, PhD, MSW
Chief Executive Officer
Child & Family Agency of Southeastern Connecticut*

Please contact Dennis C. Miller, Chair & CEO at dennis@dennismiller.com or visit us at www.dennismiller.com to answer any questions you may have about any of the services and assessments and evaluations of the DCM Center for Nonprofit Board Governance and Leadership. Remember no membership fees are required to purchase any of our services or assessment and evaluation surveys or our online courses.

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DENNIS C. MILLER

AMERICA'S NONPROFIT LEADERSHIP
& BOARD GOVERNANCE EXPERT

SPEAKER • AUTHOR • COACH



Dennis C. Miller is the CEO of Dennis C. Miller LLC, www.dennismiller.com a nationally recognized strategic board and leadership performance coach, speaker, author and retreat facilitator. He was the former chair and founder of DCM Associates Inc., a nationally recognized executive search firm for nonprofit CEOs and C-Suite leaders for nearly two decades. As the former president and chief executive officer of Somerset Medical Center and Foundation in New Jersey, his reputation as a respected healthcare executive resulted in numerous honors including becoming the Chair of the Board of Trustees for the Center for Health Affairs, Inc. in Princeton and served in a leadership capacity on many other nonprofit boards.

Dennis earned his Fellowship in the American College of Healthcare Executives – ACHE – was recognized by the Somerset County Business Partnership as the Business Leader of the Year, awarded by the Boy Scouts as Citizen of the Year, inducted into the Hall of Fame by St. Joseph Regional High School where he chaired their first ever capital campaign and became Chairman of the Board, and many other honors and awards from business trade associations. Dennis

obtained his undergraduate degree from Rutgers University graduating Phi Beta Kappa and master's degree in public health administration from Columbia University's Mailman School of Public Health. Passionate about leadership and governance, Dennis was the Founder of the Center for Excellence in Leadership, Governance and Philanthropy at Fairleigh Dickinson University, the largest private university in New Jersey.

He served as the Board Chair of the NJ Healthcare Business Solutions Group in Princeton, served as a founding member of the Somerset County Business Partnership, the NJ Council of Teaching Hospitals Board, and served on numerous other business and professional associations. Dennis' experience working with hundreds of nonprofit organizations has provided him with the knowledge and insights to understand the competencies required of today's nonprofit leadership and board governance.

Dennis is the author of five successful books on nonprofit organization success: *A Guide to Achieving New Heights: The Four Pillars of Successful Nonprofit Leadership*; *The Nonprofit Board Therapist: A Guide to Unlocking Your Organization's True Potential*; and *The Power of Strategic Alignment: A Guide to Energizing Leadership and Maximizing Potential in Today's Nonprofit Organizations*, *A Guide to Recruiting Your Next CEO: The Executive Search Handbook for Nonprofit Boards* and his newest book, *The Importance of Nonprofit Board Leadership: A Guide to Creating a Highly Successful Nonprofit Board*.

With his highly regarded autobiography, *Moppin' Floors to CEO: From Hopelessness and Failure to Happiness and Success*, Dennis mixes together the right ingredients for an engaging, illuminating and compelling autobiography: a gut-honest recount of his highly eventful life; lots of engaging stories; and some valuable life lessons. Dennis shows up how anyone, including a troubled kid from New Jersey, can overcome seemingly insurmountable obstacles, make it to the top and live a happy and fulfilling life.

