

News and Events of the LIN Center for Community Development

Workshop “Operational Planning: Moving from Goals to Results”



Approximately 40 representatives from 25 not-for-profit organizations in Ho Chi Minh City participated in the workshop **“Operational Planning: Moving from Goals to Results”** organized by the LIN Center for Community Development on the morning of 6 July 2011. Thanks

to Xu Restaurant for sponsoring the meeting venue.

With over 30 years experience in developing organizational capability and enhancing operational effectiveness for nonprofit organizations in the US, Ms. Gail Nordheim, Managing Director of Gail Nordheim Consulting Co. Ltd. (USA), elaborated on the seven steps to turn organizational objectives into actual results. These seven steps were explained with effective aid of vivid frameworks and models to assist the participants with their own application. Participants had time to brainstorm and discuss possible strategies that could turn their own objectives into meaningful outcomes.

The presentation by Gail will also enable organizations to oversee the entire operational process and make proper adjustments when faced with an obstacle. During her presentation, Gail called upon Mr. Pham Truong Son, LIN’s Deputy Director, to share one objective that could be used as an example. Son shared his objective to improve communication with NPOs that have limited or no access to email and Internet to ensure that they receive information about upcoming

events and services. Using that objective as a model, Gail helped Son go through the seven steps to achieving that objective.

The 30-minute break served as an opportune time for the NPOs to network and share information. After the meeting resumed, participants were guided, step-by-step, by Ms. Gail in applying the acquired learning from the previous session to their own organizations.

“The workshop is of great value to the NPOs, especially small and inexperienced ones, in learning how to devise operational strategies for critical organizational projects. The system of frameworks used during the training will facilitate the strategic planning process, enhance effectiveness and minimize risks of carrying out the projects,” said Ms. Le Thi Cam Nhung, Project Manager for Living with HIV (AIESEC). She added, *“The productive discussion with Ms. Gail during the break yielded precious insights for me to develop powerful strategies for the successful and sustainable operation of the project in later phases. I dearly hope that LIN will organize more and more workshops from which we can acquire valuable learning and exchange our expertise so that together, we will build a stronger community.”*

Click here to download [Presentation and worksheets prepared by Ms. Gail.](#)

LIN Center (Translated by VU NHAT TAN)

During her visit to HCMC, Ms. Gail also dedicated her time and expertise by providing one-on-one consultations with 5 LIN partners: Disability Research and Development Center (DRD), Friends for Street Children (FFSC), G-LINK, Ban Cua Be and the Department of Special Education at the College of Pedagogy. Focusing on operational planning, Ms. Gail sought to help each of these organizations think through strategies to ensure sustainable development.

According to Gail, all NPOs have their individual challenges with development and each can benefit from professional training to devise robust strategies for sustainable development.

With a view to improving our assistance to local NPOs, LIN is talking with Ms. Gail and other NPO experts, in hopes of soon being able to offer our partners a set of NPO standards to promote sustainability and strategic development.



**LIN Center would like to wish a Happy Birthday to
Ms. Dana Doan, Strategic Advisor and Board Member**

Summer Networking Event: Networking Made Fun!

With support from Irish Aid, the LIN Center organized a Summer Networking Event to create an opportunity for 50 NPO representatives to meet and talk with 50 current and prospective donors and skilled volunteers. The event was organized on a Saturday



afternoon, 30 July 2011, at the Bong Sen Hotel in District 1.

Participants were given an opportunity to make new contacts through a “speed networking” game facilitated by Truc, LIN’s Volunteer Coordinator. Volunteers and Donors would spend three to four minutes talking with their NPO counterpart before a bell would ring, signaling it was time to meet the next NPO representative. The game lasted just over 30 minutes, giving each person a chance to talk with about 10 people. *“Speed networking is a really good way to help people share, ask questions and understand one another,”* shared Mr. Pham Thanh Van, Director of Tinh Than Network (NPO). *“Though a few minutes is a short time to find out some information and activities about the opposite person, it was enough to get a conversation started in the open networking session that followed.”*

In this event, the LIN team also got a chance to celebrate its second year birthday surrounded by stakeholders and representatives of LIN’s Board of Directors and Advisors, such as Mr. Ha Xuan Trung, who lit the birthday candle while everyone sang, “Happy Birthday” to LIN, and while we wished for continued support, development and collaboration between the for-profit and not-for-profit community in HCMC and throughout Vietnam.

The LIN team also prepared ten small (but delicious) gifts for the ten lucky people who encountered one of more individuals sharing the same meaningful quote or proverb on the back of their name tags. The “Secret Message” game provided people with an interesting conversation starter, just in case they got stuck for a topic during the event.



“We hope this type of event will help connect the NPO community with potential donors and skilled volunteers,” said Pham Truong Son, LIN’s Deputy Director. *“We are grateful to Irish Aid for understanding the importance of programs like this, which offer a chance to build mutual understanding through exchange by members of all social sectors, thereby strengthening the communities in which we live and work.”*

If you missed our Summer Networking event, please don’t worry. We have a plan to bring you more frequent open networking opportunities, beginning this September. Stay tuned for details in next month’s newsletter...

LIN Center

INGO Meeting on Tax for NGO

On the morning of 22nd July 2011, HUFO organized a presentation about tax issues for INGOs. Mr. Tu and Mr. Duong, from the Ho Chi Minh City Tax Department, offered an overview of the Personal Income Tax (PIT), the Value Added Tax (VAT) and the Coporate Income Tax (CIT) laws, highlighting important information relevant to NGOs/NPOs. They also covered important information from the related circulars for each of the 3 laws discussed.

The meeting included time for Q&A with the two tax representatives. Most of the questions concerned real issues and experiences from NGOs operating in Vietnam. For complex questions, particularly about VAT and CIT, the presenters suggested that NGOs send an official letter to the tax department, in writing, along with a copy of the organization’s investment licience, to ensure that the tax authorities answer precisely; meanwhile, giving the NGO a written record of the query and reply. For questions concerning fundraising and taxes, the tax representatives were unable to answer our questions. Instead, they referred us to ask the government agencies or bodies that supervise NPOs/NGOs.

Please visit LIN’s website to download the [PowerPoint Presentation on Tax Laws Relating to NGOs](#). It’s long but also chock full of useful information!

Upcoming Events

NPO Workshop on “Effective Networking”

12 August 2011

- *Do you often have difficulties/challenges when it comes to networking?*
- *Are you curious to learn some tips from the pros on the best way to network?*
- *Do you want to know how to make the most of your network?*

If you answered YES to any of the above questions, the LIN Center would like to encourage you to participate in our August NPO workshop entitled, “**Effective Networking**”. We are thrilled to introduce Ms. Nguyen Thi Viet Thanh, Founder & CEO of Anphabe.com (former CEO of Caravat.com), as our guest speaker and networking expert. Ms. Thanh is a seasoned marketer with rich experiences managing international brands across South East Asia. Thanh’s personal vision is to become “the most efficient connector” matching millions of professionals in Vietnam with the right contacts, the right information and the right opportunities. Bringing this Vision to life, Thanh recently founded Anphabe.com, the first “Share to Succeed” Community in Vietnam for Senior Professionals, providing many “Share to Succeed” channels including online networking, regular events, Q&A, business columns and a TV show.

In this workshop, you will be learn the 7 habits of highly effective networkers as follows:

- **Networking constantly**
- **Business card etiquette**
- **“Elevator Speech”**
- **The Art of *Dac Nhan Tam***
- **Important business etiquette**
- **Manage contact list**
- **Nurture relationship**

Venue: *Xu Restaurant, 71 – 75 Hai Bà Trưng, Ben Nghe Ward, D.1 (1st floor)*

Date and Time: *8 a.m. to 11.30 a.m, Friday 12 August 2011.*

LIN Grant: Second Round for 2011

LIN’s second Grant Round for 2011, will take place in September. Below are some important dates and information:

- 31 August 2011 (23:59): Deadline to submit your grant application.
- Collaboration Bonus: If two NPO partners collaborate to apply for a LIN grant, they may apply for up to double the regular grant amount (up to 54,000,000 VND).
- 11 September 2011: NPO applicants, advancing to the second round, will meet with members of LIN’s Grant Allocation Committee.
- 18 September 2011: LIN staff will inform applicants of the final result and grant decisions to all NPO applicants.

If you have questions or concerns regarding applying for a LIN Grant, please contact Mr. Son at son@LINvn.org or tel [\(08\) 38246091](tel:(08)38246091).

Audit and Financial Management Training Course From August to October 2011

Ten organizations will participate in an Irish Aid sponsored training program on auditing and financial management. Which will take place from 20 August through 8 October 2011. The training will involve individual and group exercises, offer best practices and templates and provide real world examples of NPO financial management challenges and practices.

LIN is pleased to be working with the team from Mazars Vietnam to design and lead the training courses. Mazars is an international audit firm, originally from Europe, with experience in auditing both for-profit and not-for-profit companies and organizations operating in Vietnam.

The four trainings will take place on the following Saturdays:

Part 1: 20 August 2011
Part 2: 10 September 2011

Part 3: 24 September 2011
Part 4: 08 October 2011

The time and venue will be informed to the ten participating organizations, one week prior to each training.
For more details, please contact LIN at: npo@LINvn.org or by tel at : [\(84 8\) 3824-6091](tel:84838246091).

Meeting the Head of A Child Right 9 August 2011

- *Does your NPO work with vulnerable youth?*
- *Do you struggle with providing clean water to your beneficiaries (due to accessibility, reliability or cost)?*

If you answered yes to both of these questions, please join us on Tuesday morning (9am to 11am), 9 August, to meet the Executive Director of “**A Child’s Right**”, a US NGO that has been working in orphanages, street shelters, rescue homes, schools and hospitals throughout Cambodia, China, Ethiopia and Nepal. The organization decided to expand its work into 12 new countries. Currently, the organization is focusing its expansion into Thailand, Vietnam and India.

As a first step, they are looking for beneficiaries, prospective NPO partners in Vietnam that could benefit from their work.

By way of brief background, A Child’s Right provides water purification equipment, training, and 10 years of support to its local partners. They provide 10 years of parts and supplies up front and in country staff after installation to ensure the project is useful for children and staff long after the work is initiated. The organization’s largest project to date is in China, where they provide clean water for every orphanage in the country, saving partners who have spent years buying bottled water up to USD \$2,500 each year – money which can be put back into the NPOs own programs.

If you are interested in this opportunity and would like to learn more, please register for the roundtable on 9 August by contacting Mr. Son at: npo@LINvn.org.

PLAY Workshop for Child/Youth Support Organizations
27 August 2011

To all our NPO partners working with children and youth, we have a wonderful opportunity for you!

On Saturday, 27 August, at DRD's *Life is Beautiful* Clubhouse, two co-founders of PLAY India (Peace Leadership and Young People) will lead a workshop in cooperative games for NPO staff that are working with children and youth. Swati Bhatt and Agyat are touring Southeast Asia and generously offered to spend some of their vacation time sharing their gaming skills and training experiences with HCMC nonprofits. In addition to cooperative gaming, PLAY's programs support experiential education, youth leadership training, life skills, peace building, and more.

Cooperative games training can be done with any individuals working with children (teachers, counselors, animators, social workers). The process will help build connections as well as safe and positive relationships both with the children and their NPO point of contact. Child care professionals can use these skills sets to teach older children how to lead their own play sessions with younger children, "thereby allowing them to experience leadership in a safe, non-threatening way," said Agyat, PLAY's Co-Founder. He added, "PLAY helps these professionals understand experiential education, looking at how to make education more inclusive, more engaging."

While we are still working out the details with PLAY's leaders, the full-day training agenda will include the following components:

- Ice breaker to experience the gaming process
- Gaming Process, Purpose and Approach
- Learning New Games
- Documenting games
- Sequencing a Play Session (how to share games with children)
- Experiential Learning Cycle & Life Skills
- Action plan

With support from PLAY and from DRD, LIN is able to offer you this training program at cost. Please help us to cover the costs of the workshop (tea breaks and materials) by contributing VND 100,000 per staff member. **If you are interested, please contact Mr. Son** at: npo@LINvn.org.

In the meantime, you can get a glimpse of one of PLAY's past projects on YouTube at the following link: <http://www.youtube.com/watch?v=4G4VPVSHiE0> (view part 1 and part 2).

Grant Opportunities for NPO

Maersk Call for Proposals: up to VND 100 million for Environmental Projects in HCMC

Maersk Lines Vietnam – a global leader in shipping and logistics, is offering a unique **funding opportunity to not-for-profit organizations with operations in or near Ho Chi Minh City**. Organizations submitting proposals that meet the established criteria, as detailed below, will be eligible to receive up to one hundred million Viet Nam Dong.

Required Criteria:

- **Thematic area:** Environment
Note: Proposals that also incorporate an educational component will be given priority
- **Location:** Ho Chi Minh City (or nearby)
- **Budget:** Up to VND 100 million
- **Legal Status:** Groups must have an operating license and/or a letter from a relevant authority granting permission for the project.
- **Track Record:** At least one year of experience conducting not-for-profit activities in HCMC.
- **Timeline** – Up to one year
- **Monitoring & Evaluation** - Proposals must describe how the project will be evaluated, establishing success indicators/benchmarks.

Desirable Characteristics of A Successful Proposal Include:

- **Creative:** A new idea/activity, something that hasn't been done before.
- **Sustainable:** Potential impact beyond the life of the grant.
- **Replicable:** An idea/activity that can be repeated or introduced in other parts of Vietnam.
- **Inclusive:** Programs that offer opportunities for Maersk staff to get involved (e.g., opportunities for skilled and/or unskilled volunteers from the company)
- **Relevant:** Any applications that incorporate activities relating to the shipping or logistics industry will be given priority.

A grant application form is now available, for download, from [the LIN Center website](#). The deadline to receive completed grant applications is **18 August 2011**. The selected project(s) will be announced before 30 September and funds may be transferred as early as 31 October.

Any questions, comments or concerns, please contact LIN at: npo@LINvn.org.

Good luck!

The LIN Center for Community Development
On behalf of Maersk Lines Vietnam

Donor's Corner

- **Launch Event: Asian Venture Philanthropy Network (Singapore)**

Title: Venture Philanthropy in Practice
Date: Wednesday, October 12, 2011
Time: 4:00 PM - 8:30 PM (seminar followed by reception)
Venue: Singapore Management University (Admin Building, 81 Victoria Road, Singapore, 188605)

Join leading venture philanthropy practitioners from the US, Europe and Asia at a special seminar to mark the launch of the Asian Venture Philanthropy Network (also known as AVPN). Nat Sloane from **Impetus Trust** (www.impetus.org.uk) and Shruti Sehra from **New Profit Fund** (www.newprofit.com) will present the latest developments in their markets followed by a panel session and Q&A with Asian based Venture Philanthropy (VP) leaders.

The seminar is followed by a networking drinks reception for the diverse groups that make up the VP community – to include private equity funds, foundations, family offices, high net worth individuals, the broader financial community, professional service firms and Universities. All will have a chance to meet their peers similarly interested in VP in the Asian context.

- Learn about VP from Europe, US
- Network with peers from Singapore and surrounding countries
- Discuss Issues and best practice of Venture Philanthropy

There is no charge for this event, which is part of a four city Asian VP road show organized by AVPN. Numbers are limited and reservations will be accepted on a first come first served basis.

To RSVP or request further information, contact Kevin Teo at AVPN in Singapore: kevin@avpn.asia.

The Asian Venture Philanthropy Network is a Pan Asian membership association headquartered in Singapore with the mission of promoting VP in the Non Profit and Social Enterprise space. It is focusing on networking, learning and sharing best practices across Asia. It will open for founder members from November 2011 and formally launch its activities in early 2012. AVPN (www.avpn.asia) is following on from the success of its sister organization - the European Venture Philanthropy Association, which now has over 130 members from 20 European countries.

When a Donation Starts to Become More Burden than Benefit (True Story)

Recently, LIN received an inquiry from a donor that sought to make an in-kind contribution to a local, not-for-profit organization. Our experience in handling this request reveals some of the challenges NPOs face when they are approached by donors that do not put much time or consideration into their donations. We believe it also shows that donations can sometimes become more burden than benefit. We hope, by sharing this experience with our friends and partners, we can all think about ways to build more thoughtful donor-NPO relationships.

The Donation

LIN received an email from an organization offering to donate its used office furniture to a local NPO. We learned that the organization was planning to upgrade its offices and, in the process, would need to replace all existing furniture, which included a large number of desks, cabinets and shelves. According to company policy, if the furniture could not be sold, it must be donated to a not-for-profit organization.

The (Rushed) Offer

In its email inquiry to LIN, the donor included an Excel spreadsheet with a detailed list of items being offered. The email explained that the items would need to be moved out in less than one week. Within hours of receiving the email, LIN sent a team member to the office to take digital photos of the goods to be donated. Upon arrival, we were told that the donor expected our final answer – can we take the furniture next week - before the end of the same day.

(Mis)Communication

LIN sent the digital photos out to our NPO partners, that same day, to assess interest. As we were doing this, we were told by the donor that the NPO(s) accepting their used furniture would have to arrange for transportation and cover all associated costs. With this new piece of information, LIN quickly reached out to our friends at Asian Tigers Transpo, who generously offered to help with moving and transportation. By that time, several of our NPO partners had already replied, expressing interest in one or more items of furniture on offer.

Before the day was up, LIN called the donor back to inform them that we found a home for many, but not all, of the furniture they were offering and that we found a transportation company to help with the move. The next day, the donor told us that they would not be ready to make the contribution the following week. Instead, they would need another week.

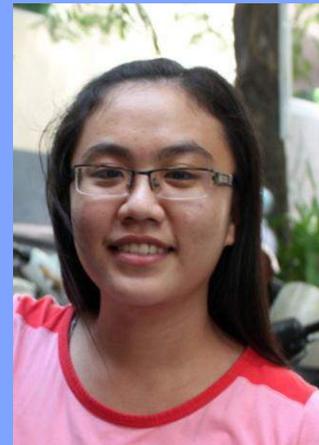
When LIN called to check in and determine the moving date the following week, we were told by the donor that we would need to write an official letter requesting the used furniture and explaining how it would be donated. LIN quickly drafted a letter and sent it to the donor. By the end of the week, we had not received any information from the donor. Meanwhile, our NPO partners and Asian Tigers Transpo were all standing by, waiting to hear from LIN.

When you read the story above, how do you think LIN and/or the donor could have handled this situation better? Is it clear who is benefiting most from this situation - the NPOs or the donor?

ABOUT LIN:

Welcome Ms. Giao Vu & Farewell Mr. Alim Manji

LIN is pleased to introduce Ms. Giao Vu, RMIT student, who recently joined LIN as an Intern to support our Philanthropic Advisory Service (PAS). Ms. Giao is in her final year of Professional Communication studies at RMIT University. She has volunteered for LIN events in the past and is deeply committed to community work and social entrepreneurship. We are thrilled to welcome Giao to the LIN team.



At the same time, we were sad to bid farewell to Mr. Alim Manji, our Summer Intern from Harvard Business School, at the end of July. Alim lent his business and consulting skills to help prepare for the launch of LIN's new and improved Philanthropy Advisory Service. The LIN team benefited from Alim's skills in developing a financial model to help forecast expenditures. He also helped us market test our proposed services. Thank you Alim for your invaluable support and commitment to community development!

'Customer service' is not just for businesses

Poor customer service.

Edited and translated with permission from Richard Male & Associates

<http://richardmale.com/?p=1667>

[Customer service is] something for-profit businesses worry about, right? You rarely hear nonprofit professionals worrying about customer service or satisfaction. It's almost as if the nature of the mission-driven work we do makes us somehow above the concept of a "customer."

After all, nonprofits don't usually have sales teams in the traditional sense, and do not define their success based solely on the bottom line. You don't necessarily hear the phrases "market share" or "pricing strategy" or "value proposition" in the nonprofit [meeting] room. We're . . . well, we're different.

Or are we?

For example, we may not call it conventional "customer service," but nonprofits have a critical need for teamwork, for smooth and appropriate internal and external communications, and for anticipating and meeting the needs of those we interact with each day. In that spirit, here are a few reminders of how you can improve your service, both to staff and volunteer colleagues as well as to the people you serve.

1 - Own a question until it is answered. If someone asks you something about your organization, be very careful of referrals and handoffs. "You need to speak to our fundraising volunteer" is a mediocre answer. If you do make a referral, take the time to follow-up. Did it happen? Are you sure? "Well, I sent Truc an email" is not the end of your responsibility when there is a problem.

2 - Admit what you don't know. If you don't know the answer to a question, say, "I don't know, but I will find out and get back to you by [INSERT DATE]."

3 - Avoid the "not my job, not my program, not my fault, not my problem" response. This kind of attitude keeps some organizations struggling for years.

4 - Ask more questions. You should do this whether you have worked at your organization 20 minutes or 10 years. It's a sign of intelligence. In a confident, learning environment, it is mandatory.

5 - Appreciate the difference between rules that can be bent vs. those that are rigid for a reason (legal, safety, medical, etc.). What are your organization's "non-negotiables?" Does everyone know?

6- Notice how often you rely on your favorite excuses ("I don't have time, I am so tired, they expect too much," and so on).

7- Avoid delivering/repeating second- or- third-hand information that may not be accurate. Always check your sources and update your information.

8 - Learn from every challenge or failure. Why did this problem/situation occur? What can I/we do differently to avoid having this situation occur again?

9 - When you make any kind of change, think about, "Who else is affected by this decision? Who else would need to know about this?" This is especially true for seemingly mundane decisions like changing the date of a meeting or re-assigning parking spaces.

10 - Welcome a genuine complaint as feedback you can use! Better yet, ask for and encourage feedback.

11 - Give productive feedback to others, including specific compliments. Saying "You are awesome!" to a volunteer is great, but it is even better if you can cite the precise behavior that was exceptional ("I admire the way you calmed that woman down and helped her with her paperwork").

12 - Learn how to productively, properly delegate. Be specific about what needs to be done, and include the "why" on how this task affects your organization. Ask for an agreement on timing up front; we all strive to meet deadlines that we help set. And remember that you will always be more successful if you ask rather than demand.

NPO Networking

Applying Lessons Learned from a LIN Workshop: Tuong Lai Project Shares their Experience

Background: *Tuong Lai* (a.k.a. Future) Project was established in 1998, under the HCMC Child Welfare Foundation. The program quickly became an important initiative providing much needed support to vulnerable children and teenagers in HCMC. Tuong Lai services include: counseling, basic education, vocational training, life skills, child rights education, legal services, and entertainment.

As a regular and active participant in LIN's capacity building workshops, Tuong Lai recently informed to LIN that our social media and digital marketing workshops were of particular interest and helped the organization to apply the knowledge gained and lessons learned in preparing communication materials that could be uploaded to YouTube. Below are the links to several examples of Tuong Lai's recent foray into the world of social media:

1/ Child labor

<http://bit.ly/k97vih>

2/ Outreach to children in the street

<http://bit.ly/nUIJl2>

<http://bit.ly/nf6e9z>

3/ From street kid to photo studio shop owner

<http://bit.ly/rqn17q>

<http://bit.ly/o8tqvX>

4/ English for poor children

<http://bit.ly/rsSmIM>

<http://bit.ly/pDSn7e>

5/ Jobs for street children

<http://bit.ly/pke6T0>

<http://bit.ly/oyWBlh>

6/ Entertainment for street children

<http://bit.ly/nFxUxW>

<http://bit.ly/mQjwKA>

7/ IDs for street children

<http://bit.ly/nsUaOC>

<http://bit.ly/pZqCjL>

8/ Continue with dreams for street children

<http://bit.ly/p2YRTx>

<http://bit.ly/pWAjk2>

If you would like to learn from and/or share your own experience with representatives of the Tuong Lai project, please contact them at their HCMC office at:

280/10 Cach Mang Thang Tam, Ward 10, District 3, HCMC

Tel: (+84-8)3824-9497

Project Launch:
**“Strengthening Local CSOs for their Proactive Engagement in
Climate Change Adaptation in Southern Provinces”**

The Center for Cooperation in Human Resource Management (C&D) would like to invite you to participate in the launching of their project, “*Strengthening Local Civil Society Organizations for their Pro-active Engagement in Climate Change Adaptation in Southern Provinces.*”

- Time: 8:30 - 11:30 a.m.
- Date: 4 August 2011 (this Thursday!)
- Venue: Kim Đô Hotel, 133 Nguyen Hue bld, D.1, HCMC.

The objective of this workshop is to officially inform – to prospective partners and other stakeholders - about this project and to identify opportunities for collaboration and support to help achieve the goals and objectives of this project.

If you are interested to attend, please RSVP, by email, to:
xuanthao84061@yahoo.com or call: 094-648-3384.

SDTC is organizing a training course on "**Project Financial Management,**" which will take place on August 9 to 11, 2011 at Ton Duc Thang University. The trainer is Mr. Le Cao Minh.

The course is designed for project officers, project managers, and other individuals who are working in the development field. Local social staff enrolling in this course will receive a discount of 20% on the tuition.

Deadline for registration: **August 3, 2011.**

To register or request details, please contact: Mr. Le Trung Bao

Executive of Based-Community Training
SOCIAL DEVELOPMENT TRAINING CENTER (SDTC)
TON DUC THANG UNIVERSITY

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Introduction Seminar

“Book of Madame Nguyen Thi Oanh, Master of Social Work”

Madam Nguyen Thi Oanh spent most of her life working to share many valuable lessons on life values for young people. After she passed away, the importance of her many contributions became even more apparent.

“Behind The Cover” Book Club, DRD Book Club and the HCMC Professional Social Workers’ Club, would like to invite you to participate in:

"Madame Nguyen Thi Oanh: A Teacher's Life"

Guest Speakers:

- * **Doctor Đỗ Hồng Ngọc:** *Former director of HCMC Health Information – Education - Communication Center*
- * **Ms. Nguyễn Thị Ngọc:** *Social worker and psychological counseling expert*

Program Contents:

- *Listening to the guest speakers talk about the life of Madame Nguyễn Thị Oanh*
- *Talking about books for young people*
- *Talking about feelings with young people, questions about society and challenges that young people face today.*
- *How to guide young people to think positively so that they may live a more meaningful and more effective life.*

Time: **4 p.m. on Saturday, 06 August 2011**

Venue: **DRD *Life is Beautiful* Clubhouse**

91/6N Hòa Hưng, ward 12, D.10, HCMC

This is a free seminar.

Please RSVP at: behindthecover.club@gmail.com. Or call us at 091 629 87 37 (Trình) or 0988 514 559 (Ngọc).