Digital Transformation for NGOs and Non-Profit Institutions Training Course

16 - 20 Nov 2026

Vienna

5800 € (Per Person)

Ref: #DT2549_55277

Course Introduction / Overview:

This training course is an essential program designed for leaders and staff of non-governmental organizations (NGOs) and other non-profits who want to leverage digital transformation to increase their impact and efficiency. It moves beyond a focus on technology to address the strategic, cultural, and political challenges of this complex journey. Participants will learn how to build a comprehensive digital strategy, from identifying key metrics to managing implementation and measuring success. The program covers key topics like business model innovation, organizational change management, and building a data-driven culture. It is informed by the work of authors like Clay Shirky, whose book Here Comes Everybody explores how new digital tools can reshape organizations and enable collective action. This course at BIG BEN Training Center emphasizes a blend of strategic foresight and practical planning. By the end, professionals will have a clear, actionable roadmap for leading a successful digital transformation in a non-profit context. This program is for any mission-driven organization that wants to remain relevant and responsive in a fast-changing world.

Target Audience / This training course is suitable for:

- Non-profit executive directors and senior managers.
- NGO program and project managers.
- Fundraising and marketing professionals.
- IT and digital transformation managers.
- Volunteer coordinators.
- Anyone responsible for improving an organization's impact.
- Social entrepreneurs.

Target Sectors and Industries:

- Non-Governmental Organizations (NGOs).
- Charitable Foundations.
- Social Enterprises.
- Educational Institutions.
- Healthcare and Public Health.
- Humanitarian Aid and Development.
- Government agencies and equivalent public sector organizations.

Target Organizations Departments:

- Executive Leadership.
- Program and Project Management.
- Fundraising and Development.
- Information Technology (IT).
- Marketing and Communications.
- Operations.
- Finance.

Course Offerings:

By the end of this course, the participants will have able to:

- Formulate a comprehensive digital transformation strategy.
- Diagnose their organization’s current digital maturity.
- Identify and prioritize key digital initiatives.
- Lead a team through the change management process.
- Build a roadmap for implementation and execution.
- Measure the return on social impact of digital projects.
- Overcome cultural and organizational barriers to change.

Course Methodology:

This training course uses a highly practical and project-based methodology. The program is built around a single, comprehensive case study that follows a non-profit organization's digital transformation journey from start to finish. Participants will work in teams to apply a variety of frameworks, like the Social Enterprise Model, to analyze challenges and develop solutions. The course is designed to be highly interactive, with hands-on workshops that allow participants to build a realistic roadmap for their own organizations. Each unit includes a project where participants must present their strategic choices and justify their decisions. Instructors at BIG BEN Training Center will provide expert guidance, helping participants navigate the complex interdependencies between technology, culture, and strategy in a mission-driven context. This pragmatic approach ensures that participants leave with a clear understanding of the principles of digital transformation and the practical skills to lead it in their own non-profit organizations.

Course Agenda (Course Units):

Unit One: The Foundations of a Mission-Driven Transformation

- Defining digital transformation and its core components for non-profits.
- The strategic benefits and risks of digital change for beneficiaries.
- Diagnosing your organization's digital maturity.
- The role of leadership in setting the vision.
- Case study on a non-profit that successfully transformed.
- Identifying key digital opportunities and threats.
- Building a business case for digital investment.

Unit Two: Strategic Planning for Social Impact

- Developing a vision and mission for the digital journey.
- Using a social impact framework for digital projects.
- Identifying and prioritizing key strategic initiatives.
- Building a clear roadmap for implementation.
- The role of data and analytics in strategic decision-making.
- Planning for different transformation scenarios.
- Workshop on a digital strategy roadmap.

Unit Three: Managing the Change Process

- Understanding the cultural barriers to change in non-profits.
- Communicating the vision to employees, volunteers, and stakeholders.
- Building a coalition of champions for transformation.
- The role of an agile mindset in a digital journey.
- Developing a change management plan.
- Overcoming resistance from within the organization.
- Case study on a non-profit that failed to manage the change.

Unit Four: Technology and Service Delivery

- Identifying the right technology for your strategy.
- Understanding the role of customer relationship management (CRM) systems and online fundraising.
- Transforming core non-profit processes with technology.
- Managing the project lifecycle for a digital initiative.
- The role of cybersecurity and data privacy.
- Building a seamless beneficiary experience.
- Workshop on a technology implementation plan.

Unit Five: Implementation and Sustainable Growth

- Developing a plan for piloting a new digital service.
- Establishing key performance indicators (KPIs) for digital projects.
- Measuring the return on social impact of your transformation.
- The role of a leader in ensuring long-term success.
- Building a culture of continuous learning and improvement.
- Final project presentation on a digital transformation plan.
- Review and feedback session.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can a non-profit leader, who is often bound by limited resources and a focus on mission, effectively foster a culture of agile experimentation and risk-taking that is essential for a successful digital transformation?

What unique qualities does this course offer compared to other courses?

This training course is unique because it is designed specifically for non-profits and NGOs, addressing the unique challenges and opportunities of a mission-driven world. It recognizes that digital transformation in these organizations is about creating social impact, not profit, and provides a clear framework for navigating the complexities of bureaucracy, stakeholder engagement, and resource constraints. The curriculum is highly practical, with a focus on real-world case studies and hands-on workshops that allow participants to immediately apply new skills to their own organizations. Unlike a traditional business course, this program emphasizes a social impact mindset, beneficiary-centric design, and the measurement of public value. It gives professionals a valuable skill set that combines strategic foresight with a deep understanding of technology and change management, preparing them to lead their organizations into a more responsive and effective future.