

**Master Municipal Clerk and Clerk of the Board Academy  
Curriculum February 2019**

**Breakout Session 1 – Wednesday (1:00 p.m. – 6:00 p.m.)**

**1st Year: Taking leadership to the next level: Understanding our strengths and enhancing our leadership competencies**

*This course is required for first-time Academy participants*

**(5 hrs A) Leadership**

Successful leaders are self-reflective and self-aware. They understand the distinctions between management and leadership and are conscious of the impacts of their own behavior. Successful leaders are also fully aware of their strengths and how to leverage them, as well as their blind spots and areas needing focus. This session will explore these concepts as well as other leadership competencies such as trust, your role in the organization, and who you are as a leader.

We will explore what compels others to follow you as a leader, and we will examine our own personal leadership strengths. This will be done through an online assessment prior to the start of the session. You will take the online self-assessment, Strengths Finder 2.0™, and look at your strengths through the lens of Strengths Based Leadership®.

In this session, we will:

- Increase our understanding of the essential competencies of true leaders;
- Enhance our knowledge of the differences between leadership and management;
- Deepen our awareness of our personal leadership strengths and explore how we currently put those into action; and
- Develop strategies to increase our strengths and maximize our influence as leaders.

Through a self-assessment, group discussion, self-reflection and exercises, we will enhance our leadership competencies in order to take leadership to the next level.

*This session requires some pre-work in the form of the Strengths Based Leadership assessment®*

**Trainer: Pamela Miller**

**102 – 2nd Year: Maximizing your potential: Generating greater professional and personal value**

**(5 hrs A) Leadership/Management**

*This course is required for those who are attending the Academy for the second time*

When the things we do and the way we behave are aligned with our values, we are choosing to live authentically. This session explores how aligned our values are with the choices we make and the impact that alignment (or misalignment) has on our lives. We will explore how to use goal setting to generate greater professional and personal value. We will learn how to set goals and create action plans using the SMART method of goal setting. Through this process we will gain an awareness of how we are currently creating value in the work we do and how to enhance that value moving forward.

We will also look at our core values and the influence they have on our lives. We'll examine how our core values impact our goals and see how closely our core values and goals are aligned. By understanding our core values and connecting them with our behaviors and the choices we make, we gain insight into how effective we are and just how authentically we are living.

**Trainers: Joann Tilton, Zizette Mullins**

### **103 – Understanding our leadership gifts and how to use them for the greater good (5 hrs B) Leadership**

*This course is required for those who are attending the Academy for more than two times*

We are all very familiar with the breadth and depth of challenges facing our cities and organizations today, ranging from the need for affordable housing to fragile fiscal health to gang violence, climate change, natural disasters and extreme weather, to lack of public trust. Each of these issues alone is extremely complex and the cumulative impacts to our communities and organizations are readily recognizable. Our ever-changing world requires moving beyond management and administration to utilizing our unique gifts to contribute to the transformational change needed to address these kinds of issues.

As leaders, each of us brings a unique set of skills, abilities and gifts to the work we do and who we are in the world. In this session we will focus on assessing our own unique leadership gifts and gain greater insight into how best to apply those gifts to our team, organization, and community for positive change. Through this assessment we will gain an understanding of what compels others to follow us as leaders. We will also explore how to continually strengthen our leadership skills as we continue to develop as leaders to better serve our agencies and communities.

**Trainers: Wandzia Rose, Jennifer Woodworth**

## **Breakout Session 2 – Thursday (8:00 a.m. – 12:30 p.m.)**

### **201/301 – Public Speaking: Moving From Fear to Captivating Your Audience (B) Management**

**THIS SESSION IS NOW CLOSED.**

*This is an all-day session. If you sign up for 201 you must also sign up for 301.*

Public speaking skills are essential if you desire to motivate others in order to help you achieve your vision and that of your organization. Good leaders practice good communication skills; whether one-on-one or in front of 1,000 people. The purpose of this session is to gain confidence and skills in presenting yourself and your ideas so that you are able to get your needs met and at the same time positively impact the lives of others. Through identifying and practicing presentation skills and being videoed, you will learn how your words, tone, and body language contribute to your effectiveness and success in presenting yourself and getting your ideas across to others. You will also have the opportunity to learn the most effective way to use resources (props, flip charts, overheads, PowerPoint). This is an excellent opportunity for building speaking skills, presence, and congruence.

*This is an all-day session. This session will be capped at 8 people.*

**Trainers: Patrice Olds, Melissa Crowder**

## **202 - Emotional and Collective Intelligence: The Power of Understanding Yourself and Others (B) Leadership**

It is not always necessary for effective leaders to have a high IQ. However, it is necessary for all leaders to have a high EQ. Great leaders have successfully developed their Emotional Intelligence (EQ) in such a way that they are able to understand themselves and others in a deep and meaningful way (feelings, emotions, triggers, and responses). Through this understanding, comes the capacity to develop and create Collective Intelligence (CI).

In this session we will:

- Learn how to identify our own feelings, emotions, and triggers, how to discriminate among them, and use that information to inform our thinking and behavior;
- Gain insight about the interconnectedness between information shared by human beings and their environment;
- Harness knowledge about collective intelligence that will help us stay ahead of the curve in the public sector; and
- Gain insight into how to apply these concepts to the greater whole of our organization and community.

**Trainers:** *Pamela Miller, Britt Avrit*

## **203 – Developing and managing effective boards and commissions (A) Professional**

Managing boards and commissions can be challenging to organizations. Does your organization have too few or too many advisory boards and commissions? Are there overlapping scopes of work? Is relevancy questionable? What can you do to help chairs be effective leaders? How do you motivate attendance and address chronic absenteeism? Through exploring the facets of managing advisory boards and commissions you will learn to identify root causes of challenges, explore remedies by sharing and developing best practices, get tips on developing a sense of team, and participate in hands-on exercises to develop and nurture an environment for success.

**Trainers:** *Joann Tilton, Stephanie Mizuno*

### **Breakout Session 3 – Thursday (1:30 p.m. – 6:00 p.m.)**

## **301/201 – Public Speaking: Moving From Fear to Captivating Your Audience (B) Management**

**THIS SESSION IS NOW CLOSED.**

*This is an all-day session. If you sign up for 301 you must also sign up for 201.*

Public speaking skills are essential if you desire to motivate others in order to help you achieve your vision and that of your organization. Good leaders practice good communication skills; whether one-on-one or in front of 1,000 people. The purpose of this session is to gain confidence and skills in presenting yourself and your ideas so that you are able to get your needs met and at the same time positively impact the lives of others. Through identifying and practicing presentation skills and being videoed, you will learn how your words, tone, and body language contribute to your effectiveness and success in presenting yourself and getting your ideas across to others. You will also have the opportunity to learn the most effective way to use

resources (props, flip charts, overheads, PowerPoint). This is an excellent opportunity for building speaking skills, presence, and congruence.

*This is an all-day session. This session will be capped at 8 people.*

**Trainers:** *Patrice Olds, Melissa Crowder*

### **302 – The Soul of Leadership (B) Leadership**

Much of what we hear and read today regarding leadership seems to be based on exploiting people's fears. Highly respected author and leadership guru Ken Blanchard proposes that true leadership is "not about popularity, power or piling up profits; it's about getting your ego out of the way so that you can serve the greater good." In order to be deal with the challenges of the 21<sup>st</sup> Century facing our organizations and communities, we need to become enlightened leaders. This means we need to redefine leadership so that the focus of power is in relationships and organizations that are based on consciousness, love and compassion. And the starting point lies within our own lives.

In this session, based on bestselling author Deepak Chopra's *The Soul of Leadership*, we will examine several crucial skills leaders must possess in order to unlock our own potential to be great leaders. We will explore what it means to be a leader with vision who can turn that vision into a reality. Leaders such as Gandhi, Mother Teresa, Martin Luther King Jr. and Nelson Mandela were all people who led with creativity, intelligence, organizing power and love, and successfully manifested their visions. Through these traits and manifestation they changed the world. Imagine what we can do as public agency and community leaders when we access those traits and learn how to turn our visions into reality. This session creates the opportunity to do just that.

**Trainers:** *Wandzia Rose, Dave Spiller*

### **303 – Being an Effective Legislative Advocate for Your Agency, Association, and Community (A) Professional**

Are you tired of sitting on the sidelines watching others engage in legislative advocacy? Are you ready, as a leader, to take a step forward and begin advocating on behalf of your agency and community? In this unique session, you will gain insights from a number of perspectives including that of someone who directly lobbies in Sacramento and another from an experienced elected clerk who can directly share how to actively maximize the political influence of your agency. This session will explore what it means to be a legislative advocate. You will deepen your awareness of how to research information that makes up legislation; deepen your understanding of how something transforms from an idea into law; and gain skills in advocating for or against a particular piece of legislation. You will also gain insight into the world of political astuteness – a key skill for successfully working with elected officials.

**Trainers:** *Pamela Miller, Zizette Mullins*

## **Breakout Session 4 – Friday (8 a.m. – 12:00 p.m.)**

### **401 - Effectively managing stress rather than stress managing you (B) Leadership**

Changing economic times have us pulled in a multitude of directions and the pressures and demands between work and personal life are blurred. As leaders, our

lives are filled with challenges, responsibilities, and the expectation to deliver. This course will focus on stress management. Stress is not an event in itself, but a reaction to an event. We will identify:

- Our current stress level and how it impacts us emotionally, mentally, and physically as well as how it impacts our personal and professional relationships;
- How we generate our own stress in our life;
- How we react to stressful situations.

Using exercises and techniques, we will identify and practice ways of identifying stressors, managing and even eliminating stress in order to improve the quality of our lives, enhance our professional performance and our ability to effectively lead others.

**Trainers:** *Wandzia Rose, Britt Avrit*

#### **402 – Effective Team Dynamics – Strengthening the foundation of your team to build positive relationships and achieve effective results (A) Management**

Is your team functioning effectively and producing the results you want and expect? The fact is that teams, because they are made up of imperfect human beings, are inherently dysfunctional. Is teamwork then doomed? Far from it. Building a strong team is very possible. But it can be difficult as it comes down to practicing the management of dysfunctional behaviors that are all too human.

In this session, we will gain a deeper understanding of the five dysfunctions of a team as designed by Patrick Lencioni in his book “The Five Dysfunctions of a Team.” We will review the results of a pre-session questionnaire that will serve as a tool for us in evaluating our team’s susceptibility to the five dysfunctions. We will explore the pyramid of team dysfunction and learn how the five components build on each other to bring a team to deliver effective results. The five components provide a foundation to identify dysfunction and allow us to help our teams develop greater trust, create a space for more open communication, develop accountability and learn how to place team needs above self needs for greater collective success.

We will gain a fresh understanding of team dynamics and a greater sense of self confidence in leading positive change in the workplace. We will also share useful tools and insights that can be practically applied in the workplace to reach effective team dynamics and results.

**Trainers:** *Joann Tilton, Stephanie Mizuno*

#### **403 – The clerk as an agency and community educator, influencer and connector (A) Professional**

Neighborhoods, quality of life, safety and community pride affect the daily lives of our community members. Yet how do they learn more about these important policy issues and why should they care? As clerks, we are uniquely positioned in our respective agencies and communities to educate and influence community members with these and other issues.

In this session we will explore how we are uniquely positioned to be an effective community educator, influencer and connector. We will identify key concepts of the role of educator, influencer and connector and practice developing the skills of these roles. We will also explore how these concepts and skills can be applied to promote effective change in the context of our own agencies and communities. Now

is the time to step up and into the role of educator and influencer in your agency and community.

**Trainers: *Patrice Olds, Zizette Mullins***

**Community Session 2 – Friday (1:00 p.m. – 3:00 p.m.)**

**(1 hr A / 1 hr B)**

All participants and all core trainers.