



the John Scott Dailey
**FLORIDA
 INSTITUTE OF
 GOVERNMENT**
 at Florida Atlantic University

Florida Atlantic University
 777 Glades Road
 Bldg. 44, Room SO 108
 Boca Raton, FL 33431-0991

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Celebrating over 30 years of service to the public sector

The John Scott Dailey Florida Institute of Government at FAU Presents...
**Professional Development and Recertification Courses for
 Local Government, State and Non-Profit Personnel**

- Personal Empowerment.....**NEW!**.....March 23
- Kaizen...Creating A Continuous Improvement Culture.....April 5
- Projecting A Winning ImageApril 18
- Customer Service for Public Sector Employees.....April 25
- Managing Information Overload**NEW!**.....May 18
- Certificate Program in Public Records Management.....June 1 and 2
- Let's Talk...Communicating In The Administrative Professional RoleJune 8
- Here to Serve: Customer Service for Enforcement and Emergency PersonnelJune 13

Personal Empowerment



MARCH
23

What we think impacts how we act and the outcomes we are able to achieve in our lives. This workshop will teach you practical and proven techniques and strategies to empower yourself to achieve personal success and positively impact the lives of those with whom you interact at home and at work. As a result of attending this workshop, you will:

- Understand how to apply the concept of 100% responsibility to achieve success.
- Understand the need to be agents for change in all aspects of your life
- Know how to set and achieve life goals by using the techniques of affirmation and visualization.
- Recognize that all lasting change starts from within and the only real motivation is self-motivation.
- Know how to positively impact the lives of others
- Know how to recognize and overcome roadblocks to personal success
- Become aware of the role that self-talk plays in building and breaking self-image and self-esteem.
- Know how to use mind and body relaxation techniques for stress reduction and as the precursor for mental reprogramming.
- Know how to design personal plans to achieve Peak Performance and realize your goals.

March 23 8:30 a.m. – 12:30 p.m.
4 hours/.4 CEU's Fee: \$75.00

Instructor: Tony Griffiths

Location: Miramar Fire-Rescue
14801 SW 27th Street, Miramar

Kaizen...Creating A Continuous Improvement Culture

APRIL
5

As governmental agencies are asked to do more with less every day, there is no more 'business as usual'. In order to be more efficient and effective, we need to change the way we operate. This program will introduce the Kaizen concept; provide basic skills for process improvement, emphasize the need for focusing on the customer, and describe methods used to mistake-proof your job. Participants are guaranteed to walk away with at least three strategies they can implement immediately to streamline their jobs!

April 5 8:30 a.m. – 12:30 p.m.
4 hours/.4 CEU's Fee: \$75.00

Instructor: Ronnie Glotzbach

Location: FDOT District Office
3400 W. Commercial Blvd, Ft. Lauderdale

Projecting A Winning Image

APRIL
18

Being able to project confidence, professionalism, and credibility is invaluable to your success both in and out of the workplace. Whether you are meeting with your supervisor, giving a presentation, leading a meeting, or chairing a committee, you need to project a winning image. This program addresses the key elements that comprise a winning image including non-verbal communication, workplace etiquette, and self-esteem. Participants will:

- Explore the impact of verbal and non-verbal communication on one's image
- Learn and apply techniques that work in making a positive impression
- Learn strategies to calm nerves when speaking in public
- Practice easy ways to jump start your confidence.

April 18 8:30 a.m. – 12:30 p.m.
4 hours/.4 CEU's Fee: \$75.00

Instructor: Lili-Finke

Location: Delray Beach Environmental Services
434 S. Swinton Avenue, Delray Beach

Customer Service for Public Sector Employees

APRIL
25

This customer-centered workshop is recommended for any state or local government whose employees interact with customers on a regular basis. It specifically addresses attitudes and actions for improving the quality of customer relationships with both internal and external customers. It is an extremely interactive workshop presented in a manner that makes the session an enjoyable and valuable learning experience. Workshop topics include:

- Healthy attitudes vs. Deadly attitudes
- The impact of words—words to use vs. Words to lose
- The power of a smile and the value of thank you
- Customer magic (making a good impression counts)
- Why people stop coming back and how customers evaluate service
- Telephone and email etiquette

April 25 8:30 a.m. – 12:30 p.m.
4 hours/.4 CEU's Fee: \$75.00

Instructor: Steve Wishnack

Location: FDOT District Office
3400 W. Commercial Blvd, Ft. Lauderdale

Please note our new
rescheduling policy on the
registration page

Managing Information Overload



MAY
18

The number one cause of wasted time and money in organizations is re-hashing information or re-doing projects due to mis-information or incomplete understanding the first time around. Add to this the stress and frustration caused by the endless stream of emails, calls, demands and interruptions that squeeze the joy out of your daily work. You will learn how to:

- Use thinking shortcuts that cut to the essence of what you need information for
- Gain a grasp of both the big picture and details simultaneously so you can focus where needed and assure organizational coordination
- Harness the power of your attention and memory to save time
- Apply creativity to develop mental agility

May 18 8:30 a.m. – 12:30 p.m.
4 hours/.4 CEU's Fee: \$75.00

Instructor: Donna Kim Brand

Location: Tamarac Public Service Complex
10101 State Street, Tamarac



It's easier to register now
than ever before with our
new website design.

Check it out at
<http://fiog.fau.edu/>

**ALL CLASSES
have been
approved for
F.A.C.E.
recertification
credits.**

Certificate Program in Public Records Management

JUNE 1/2 This program is designed to inform and update public sector personnel about records management and maintenance under Florida law. The four modules will address new technologies and management systems in the field of records management.

Module I focuses on the basics of records management and maintenance, including public records law in Florida, privacy vs. right-to-know, and records retention and destruction.

Module II addresses file management and design and includes an historical look at file management, equipment and supplies, and information storage and retrieval systems.

Module III covers imaging, with particular focus on legalities and standards related to microfilm and optical digitizing, computer retrieval systems, and costs analyses.

Module IV discusses disaster preparedness/recovery systems and contemporary records management issues, including off-site storage, facilities management, and vital records. A certificate will be awarded to those attending all four modules.

June 1 and 2 9:00 a.m. – 4:00 p.m.
12 hours/1.2 CEU's Fee: \$185.00
Instructor: Steve Lewis

**Location: Palm Beach Gardens
Municipal Complex**

10500 N. Military Trail, Palm Beach Gardens

SAVE!

**Register 4 attendees
to any ONE class and
get the 5th spot FREE!**

**Please contact Sue Dean
for assistance:**

Phone: 561/297-3749

Email: sdean@fau.edu

**Our website is updated often
with special seminars and
workshops.**

**Don't forget to visit our
website at:
<http://fiog.fau.edu/>**

Let's Talk...Communicating In The Administrative Professional Role

JUNE 8 ALL day, EVERY day, you have to communicate in your role as an administrative professional. Doing it effectively and getting the results you want is the challenge. You have probably heard more often than not, "I need it by the end of the day" from your boss, or "I could really use your help with something" from a coworker or "Why can't you just get me the information I need right now?" from a customer. The question is, "How do you respond in these situations?" This class will teach you how to do just that with professionalism, confidence and positive assertiveness while meeting everyone's needs as well as your own. It will give you the opportunity to identify your communication strengths and increase your abilities to communicate at a higher level with your boss, coworkers, customers, and even vendors on a daily basis. Whether it be face-to-face, email, text messages, or leading a meeting, mastering your communication skills will reflect your professionalism and ultimately make you even more successful! Objectives:

- Identify communication challenges faced by administrative professionals
- Understand the power of assertiveness in obtaining positive results through daily office interactions
- Discover the importance that active listening and two-way communication plays in the workplace
- Learn how to ask for what you need, negotiate deadlines and convey messages clearly
- Identify language that can enhance your professional image by improving oral communication
- Address verbal, nonverbal, and written communication etiquette

June 8 8:30 a.m. – 12:30 p.m.
4 hours/.4 CEU's Fee: \$75.00
Instructor: Jennifer Pustizzi

Location: Miramar Fire Rescue
14801 SW 27th Street, Miramar

**Confirmations and
driving directions are
sent by email
after registration
is received**

Here to Serve: Customer Service for Enforcement and Emergency Personnel

JUNE 13 Here to Serve is a highly interactive workshop customized for the unique circumstances of enforcement and emergency personnel (police, fire rescue, code enforcement, 911-dispatchers, etc...). Based on the acronym R.E.S.P.E.C.T., Here to Serve gives particular focus to a variety of relational exchanges between public employees and "the public": citizens, clients, wards, patients and subjects. This workshop uses a variety of instructional techniques to offer participants practical skills in handling a wide range of situations with internal and external customers in the public safety service arena. Participants will leave this workshop with new perspectives on their own approaches to those that they serve.

June 13 8:30 a.m. – 12:30 p.m.
4 hours/.4 CEU's Fee: \$75.00
Instructor: Dr. Robin Larson

Location: Miramar Fire Rescue
14801 SW 27th Street, Miramar

**ANY OF THESE
CLASSES CAN BE
OFFERED ONSITE.**

**For information email
Sarah Shannon
sshannon@fau.edu
or call
561/297-3749**

With governmental agencies being asked to do more with less, public sector employees are finding themselves faced with more challenges than ever before. Let us know how we can help meet your training and professional development needs, or help redesign your programs and processes.

**Please contact Sarah Shannon:
Phone: 561/297-3749
Email: sshannon@fau.edu**

Professional Development and Recertification Programs

Spring 2017

How to Take Advantage of These Opportunities!

To Register: The deadline for registering is two weeks prior to the date of the class. Please complete the form, indicating the class(es) you wish to attend, and return the registration form with a check, or purchase order. **We are also able to accept payment by agency credit/purchasing card or individual credit/debit cards.** If you wish to pay in that manner, please call 561/297-3749 (our website does not provide a secure method for paying via credit card). Registration fees cover course materials and morning refreshments. Participants will be on their own for lunch. Confirmation and driving directions will be sent to you by email upon receipt of your registration form.

You may also register online. Please go to www.fau.edu/fiog. Click the "upcoming programs" tab at the top, find the class(es) you would like to register for, and follow the link to register online. You will need to send payment separately.

Rescheduling Fee: \$20.00 administrative fee for rescheduling.

Cancellation: Cancellation requests must be submitted in writing and received no later than one week prior to the day of the class. In such cases a \$30.00 administrative fee, will be charged. No cancellation requests will be honored after that date. *Non-attendance does not constitute a withdrawal or waive the administration fee.* We reserve the right to cancel a class; in that case, registration fees will be refunded in full. If you prefer a credit to reschedule the class, the credit must be used within one year of the date of class.

For more information: Please call us at 561/297-3749 or email sshannon@fau.edu. Please call us at least seven days in advance if you require reasonable accommodation under the Americans with Disabilities Act.

YES! Please register me for:

- Personal Empowerment.....\$75**
March 23 (Miramar Fire-Rescue)
- Kaizen...Creating a Continuous Improvement Culture....\$75**
April 5 (FDOT District Office)
- Projecting a Winning Image\$75**
April 18 (Delray Beach Environmental Services)
- Customer Service for Public Sector Employees.....\$75**
April 25 (FDOT District Office)
- Managing Information Overload\$75**
May 18 (Tamarac Public Service Complex)
- Certificate Program In Public Records Management\$185**
June 1 and 2 (Palm Beach Gardens Municipal Complex)
- Let's Talk...Communicating In the Administrative Professional Role\$75**
June 8 (Miramar Fire Rescue)
- Here to Serve: Customer Service for Enforcement and Emergency Personnel.....\$75**
June 13 (Miramar Fire Rescue)

Total \$ _____

Please feel free to duplicate the registration form, but please do not put more than one name on each form.

Please make checks payable to FAU and mail to:

**The John Scott Dailey Florida Institute
of Government at FAU
777 Glades Road
Bldg. 44, Room SO 108
Boca Raton, FL 33431-0991**

Name _____

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