The John Scott Dailey Florida Institute of Government at FAU Presents...

Professional Development and Recertification Courses for Local Government, State and Non-Profit Personnel

➤ Conflict Without Controversy.................................................................................................................................April 9
➤ Workshop for Coordinators And Secretaries To Code Enforcement Boards And Special Magistrates ........April 10
➤ Behavioral Interviewing: Select the Right Fit Every Time .............................................................April 23
➤ Specification Writing for Government Employees..................................................................................April 25
➤ Kaizen…Creating A Continuous Improvement Culture........................................................................May 1
➤ Code Inspections and The 4th Amendment ..................................................................................May 7
➤ Contract Management Essentials.................................................................May 17
➤ Let’s Talk…Communicating in The Administrative Professional Role.................................................June 4
➤ Certificate Program in Public Records Management........................................................................June 6 and 7
CONFLICT WITHOUT CONTROVERSY

Conflict cannot be avoided, either interpersonally, between work departments, or with customers, and we all need to know how to deal with it effectively. During this program a variety of situations will be analyzed to determine when to confront and when not to. Participants will learn the steps necessary to constructively confront: getting ready, defining your objectives, developing and planning strategies for resolving differences, anticipating consequences, and developing alternative approaches. The value of winning conflict resolution and steps to prevent conflict from occurring will be discussed.

April 9 . . . . . . . 8:30 a.m. – 12:30 p.m. 4 hours/.4 CEUs . . . . . . . Fee: $85.00
Instructor: Pam Evans
Location: Miramar Fire Rescue
14801 SW 27th Street

BEHAVIORAL INTERVIEWING: SELECT THE RIGHT FIT EVERY TIME

Given the length of time it takes to advertise for a vacant position, complete the hiring process, and then train a new employee, you want to make sure your selection is the RIGHT one from the start! If you are tired of hiring an employee to find out later that the behaviors you needed for that position just weren’t there then this course is for you. The 4-hour workshop provides a structured process needed to prepare and conduct an interview, as well as select the best applicant based on the interview data. Gain insight to best practices and receive sample interview questions. Lastly, you will learn what you can and cannot legally ask during the interview.

April 23 . . . . . . . 8:30 a.m. – 12:30 p.m. 4 hours/.4 CEUs . . . . . . . Fee: $85.00
Instructor: Ronnie Glotzbach
Location: City of Boca Raton
6500 N. Congress Avenue

WORKSHOP FOR COORDINATORS AND SECRETARIES TO CODE ENFORCEMENT BOARDS AND SPECIAL MAGISTRATES

This six-hour workshop is designed specifically for Code Board coordinators, secretaries and anyone who supports or assists a Code Enforcement Board or Special Magistrate. Not only will you have a chance to share information with other professionals in the field, but you will learn practical information covering all aspects of your job, including:
- Notices and agendas
- Minutes and reports
- Orders and post-hearing procedures
- Dealing with board members, special magistrates, inspectors, attorneys, and respondents
- Computer programs

April 10 . . . . . . . 9:00 a.m. – 4:00 p.m. 6 hours/.6 CEU's . . . . . . . Fee: $78.00
Instructor: Skip Margerum
Location: City of Deerfield Beach
50 Hillsboro Tech Drive

SPECIFICATION WRITING FOR GOVERNMENT EMPLOYEES

This workshop examines methods that local governments can utilize when writing functional and performance specifications for the procurement of equipment and supplies, and Scope of Work for services procurement. Subjects covered in this session include:
- purpose and use of specifications in government procurement
- types of specifications and their use
- “hands on” development of performance based specifications
- “hands on” development of “scopes of work” for services

April 25 . . . . . . . 9:00 a.m. – 4:00 p.m. 6 hours/.6 CEU's . . . . . . . Fee: $119.00
Instructors: Dr. Clifford McCue and Dr. Eric Prior
Location: City of Pompano Beach
1205 NE 5th Avenue
This class does not count toward FACE recertification

CODE INSPECTIONS AND THE 4TH AMENDMENT

Inspection is the greatest challenge facing the code inspector. It is dangerous, in that it is stressful for the citizen and the inspector. It is also technically difficult, dependent upon the application of legal principles pre-dating our Constitution and embodied in our 4th Amendment and other laws, and in varying technical Court interpretations of those laws. An error in an inspection can cause the loss of the case, liability for the local government for failure to train and supervise; and even personal financial liability for the inspector.

This 4-hour presentation will discuss the history of laws relating to inspections; trespass and privacy, the 4th Amendment prohibition against unreasonable searches; and potential civil rights liability for erroneous inspections. It will deal with the types and location of lawful and unlawful inspections; including interpretations by the Supreme Court as late as June, 2018.

May 7 . . . . . . . 12:30 a.m. – 4:30 p.m. 4 hours/.4 CEUs . . . . . . . Fee: $85.00
Instructor: Robert D. Pritt, Esquire
Location: City of Pompano Beach
1801 N.E. 6th Street

KAIZEN…CREATING A CONTINUOUS IMPROVEMENT CULTURE

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!

May 1 . . . . . . . 8:30 a.m. – 12:30 p.m.
4 hours/.4 CEU's . . . . . . . Fee: $85.00
Instructor: Ronnie Glotzbach
Location: City of Palm Beach Gardens
10500 N. Military Trail
**CONTRACT MANAGEMENT ESSENTIALS**

MAY 17

This seminar provides participants with a core understanding of essential components of good contract management in public contracting. In this training session you will learn and practice essential tools and techniques that successful public contracting managers utilize in order to minimize contracting risks. Since this seminar is specifically designed to inform practitioners on how to negotiate, write, and manage suitable contracts for their public organizations, a major focus is on the practical application of concepts and risks in this vital area of procurement. Attendees will acquire the knowledge and tools needed to launch and manage various types of contracts to their successful completion. Attendees will learn:

- Roles and responsibilities for contract surveillance
- Elements of, and types of contracts
- How to negotiate and write a contract
- Contracting administrator responsibilities
- Contract administration challenges and pitfalls
- Some issues in ethics and integrity

May 17, 2017 — 9:00 a.m. – 4:00 p.m.
6 hours/.6 CEUs
Fee: $119.00
Instructors: Dr. Clifford McCue and Dr. Eric Prior
Location: FDOT
3400 W. Commercial Boulevard

This class does not count towards FACE recertification

**LET’S TALK...COMMUNICATING IN THE ADMINISTRATIVE PROFESSIONAL ROLE**

JUNE 4

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 supervisor, 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 professional
- 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 4, 2017 — 8:30 a.m. – 12:30 p.m.
4 hours/.4 CEUs
Fee: $85.00
Instructor: Jennifer Pustizzi
Location: City of Tamarac
10101 State Street

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

**CERTIFICATE PROGRAM IN PUBLIC RECORDS MANAGEMENT**

JUNE 6/7

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 6 and 7, 2017 — 9:00 a.m. – 4:00 p.m.
12 hours/1.2 CEUs
Fee: $195.00
Instructor: Steve Lewis
Location: City of West Palm Beach Fire Rescue
700 N. Congress Avenue
How to Take Advantage of These Opportunities!

To Register: The deadline for registering is two weeks prior to the date of the class. 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.

Please go to http://fiog.fau.edu/. Click Spring Open Enrollment in the sidebar, scroll down and click on the Register Online button. 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.

Learning computer software skills has never been easier with Instructor-led training! Our instructor comes to your office and teaches you on your computers!

Call 561-297-3749 to schedule classes at your location.

The John Scott Dailey Florida Institute of Government at FAU would like to thank the state agencies and local governments who are hosting our Spring classes.

Our website is updated often with special seminars and workshops. Don’t forget to visit our website at: http://fiog.fau.edu/

Most classes have been approved for F.A.C.E. recertification credits.

Any of these classes can be offered onsite.

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