



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**

- Using your Brain Better for Effective Teamwork and Collaboration ... March 21
- Closing the Communication Gap Between GenerationsApril 18
- Compassion and Civility in the Workplace... April 24
- Personal EmpowermentMay 15
- Communicating for Effective Leadership ... May 22
- Optimizing Purpose and Creativity ... May 24
- Projecting A Winning ImageJune 5
- Certificate Program in Public Records ManagementJune 7 and 8

USING YOUR BRAIN BETTER FOR EFFECTIVE TEAMWORK AND COLLABORATION



MARCH
21

Today's workplace now requires, indeed demands, the ability to collaborate both in person and virtually. In this class, you will learn brain-friendly rules and tools behind teamwork and collaboration that get desired results. You'll come to understand the neuroscience behind establishing a non-adversarial environment in which to build trust that opens people up to sharing knowledge and ideas, exploring alternatives and channeling creativity toward results.

Join us to learn and practice how to:

- Set up an environment to develop trust, cooperation and non-adversarial relationships
- Facilitate effective group discussions & meetings using shared language & laser thinking tools strategically
- Assure more productivity in less time-setting a focus, glean insights & driving results
- Use thinking tools for Mental Movement and to escape ruts in thinking
- Apply creativity tools and processes for creativity on demand
- Set the scene for participants to WANT to contribute and reconvene as skills, results and relationships evolve
- Facilitate a creative collaboration session

March 21 8:30 a.m. – 12:30 p.m.
4 hours/4 CEU's Fee: \$85.00
Instructor: Donna Kim-Brand
Location: Fort Lauderdale
3351 NE 33rd Avenue

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

CLOSING THE COMMUNICATION GAP BETWEEN GENERATIONS

APRIL
18

Communication between generations has never been more critical. This workshop focuses on strategies to implement immediately in order to improve the day-to-day interaction with your co-workers, customers and colleagues who interact with you on a daily basis. Learning Objectives:

- Understanding the "when" of those you communicate daily with
- Value through the ages: 5 nonverbal communication strategies and professionalism viewed by the generations
- Life/work balance: Leading a diverse group
- Role-playing communication strategies
- How technology can close the gap
- Building common ground

April 18 8:30 a.m. – 12:30 p.m.
4 hours/4 CEU's Fee: \$85.00
Instructor: Linda Yates
Location: Delray Beach
434 S. Swinton Avenue

APRIL
24

COMPASSION AND CIVILITY IN THE WORKPLACE



Today, more than ever, focus on workplace civility is critical. A 2016 survey reveals that 95% of respondents indicate that civility is a problem, 74% report it's worse than a few years ago and 70% indicate it's reached crisis proportions. This may be a larger factor in workplace productivity than business leaders are willing to admit! The impact of incivility causes a reduction in productivity and an increase in absenteeism, sick time and turnover. When asked, leaders and staff members at all levels in an organization cannot identify the definition past being polite. This workshop helps leaders and staff at all levels in the organization bring back basic tenets such as respect, support and trust with actionable steps toward making civility in the workplace a priority.

April 24 8:30 a.m. – 12:30 p.m.
4 hours/4 CEU's Fee: \$85.00
Instructor: Trina Pullian
Location: Tamarac
10101 State Street

PERSONAL EMPOWERMENT

MAY
15

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.

May 15 8:30 a.m. – 12:30 p.m.
4 hours/4 CEU's Fee: \$85.00
Instructor: Tony Griffiths
Location: City of Miramar Fire-Rescue
14801 SW 27th Street

Please note our new
rescheduling policy on the
registration page

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

COMMUNICATING FOR EFFECTIVE LEADERSHIP



MAY
22

Year after year, study after study, one of the leading causes of problems in the workplace is ...lack of COMMUNICATION! How can such a simple and basic skill cause the issues that arise daily between employees and their managers? Maybe this simple skill is not so simplistic. This program will focus on communication skills needed for managing different personalities, listening to understand what is not being said, asserting communication when needed, and creating a work environment that keeps the "wall" between managers and employees nearly transparent. Supervisors and managers are guaranteed to leave with skills needed to enhance their communication effectiveness.

May 22 8:30 a.m. – 12:30 p.m.
4 hours/ 4 CEU's Fee: \$85.00
Instructor: Ronnie Glotzbach
Location: Boca Raton
6500 Congress Avenue

Our website is updated often with special seminars and workshops.

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

OPTIMIZING PURPOSE AND CREATIVITY



MAY
24

The world today is moving faster than ever. Sometimes it feels like the earth's rotation is twice what it was only a few years ago. We are inundated with negativity, news events and grossly inappropriate treatment of humanity on both the world scale and our personal environments. At work we have projects, deadlines and meetings with nearly impossible expectations. And then we have personal appointments, health, sports, school and homework and errands. We feel pressured, overwhelmed, tired, underproductive and stressed. This program is an introduction to a new way of thinking, feeling and behaving that is taking hold across the world in both professional and personal environments. These concepts are being introduced in business and government from Morgan Stanley's Mindful Mondays to Google's "Search Inside Yourself" employee training program. This high level overview program will address better focus, productivity, emotional and behavioral intelligence as well as the concept of professional and personal growth through neuroplasticity.

May 24 8:30 a.m. – 12:30 p.m.
4 hours/4 CEU's Fee: \$85.00
Instructor: Trina Pulliam
Location: Coral Springs
9500 W. Sample Road

PROJECTING A WINNING IMAGE

JUNE
5

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.

June 5 8:30 a.m. – 12:30 p.m.
4 hours/4 CEU's Fee: \$85.00
Instructor: Lili Finke
Location: Palm Beach Gardens
10500 N. Military Trail

Our website is updated often with special seminars and workshops.

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<http://fiog.fau.edu/>

CERTIFICATE PROGRAM IN PUBLIC RECORDS MANAGEMENT

JUNE
7/8

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 7 and 8 . . . 9:00 a.m. – 4:00 p.m.
Fee: \$195.00
Instructor: Steve Lewis
Location: Cutler Bay
10720 Caribbean Boulevard

Professional Development and Recertification Programs

Spring 2018

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.



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

ALL 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