

You may want to invite department heads to join you for these sessions!

Monday Morning Leadership

Date & Time: January 29, 2010 - 10:00am, Pacific Time

Duration: 1 hour

Presenters: Ken Carnes, Owner, Proseris Services & Partner, Cornerstone Leadership Online

Description: Based on the best selling book *Monday Morning Leadership*, by David Cottrell, this webinar is designed to provide an overview on mentoring your leadership personnel to help them develop eight key leadership principles. The concepts are simple, doable, and can be implemented immediately. But, more importantly, they work! They work because the principles are relevant to the realities and challenges faced by your leaders every day.

Strategic Planning and Performance Management - Lead Your City to the Next Level!

Date & Time: March 5, 2010, 10:00am, Pacific Time *NEW DATE!*

Duration: 1 hour

Presenter: Caryn Tilton, Owner, CT Consulting LLC & MyPlaceToLearn, Inc.

Description: This webinar is based on the full day workshop presented by Ms. Tilton for the National League of Cities Congress of Cities in Orlando, Florida on System Integration™. System Integration™ (SI) is governing in a box. It's easy to understand! It's easy to implement! And, it works! SI is built on the premise that three important functions in city administration must be *integrated* to achieve the level of service and results elected officials seek. SI provides a roadmap with progress measures and accomplishment indicators for both the council and the City Manager.

The presenter will share and discuss results achieved by local government organizations already benefiting from the application of System Integration practices and implementation handouts will be provided.

Moving From Criticism to Feedback - Part 1, Communication Modes

Date & Time: March 26, 2010 -10:00am, Pacific Time

Duration: 1 hour

Presenters: Lisa Kealer-Carver, Moxie Consulting

Description: Dealing with criticism has become a ongoing part of an elected officials job. How we deal with criticism, both giving and receiving, has an impact on our community, our relationships, our constituents and therefore our job success. Participants in this session will learn three specific modes of communication and how one style, regardless of the circumstances, can help foster professional relationships and enhance productivity.

Customer Service in an Anti-Government Age

Date & Time: April 30, 2010 - 10:00am, Pacific Time

Duration: 1 hour

Presenter: Caryn Tilton, Owner, CT Consulting LLC & MyPlaceToLearn, Inc.

Description: In this era of tax reform and anti-government sentiment, elected officials and public employees are constantly faced with the challenge to improve their service image. Local, regional, national, and global realities facing local policy makers have never been so complex and difficult. Shrinking budgets and increasing citizen demands can make this a seemingly impossible task. Learn how to improve city services with a 5-Point Service Model which links accountability and responsiveness to the service experience. See why your customers are unique and what you can do to manage their expectations and improve your city's image.

Moving From Criticism to Feedback - Part 2, Deflecting Defensiveness

Starting Date & Time: May 21, 2010 -10:00am, Pacific Standard Time (San Francisco)

Duration: 1 hour

Presenters: Lisa Kealer-Carver, Moxie Consulting

Description: Our tendency, when we feel we've been personally attacked is to become defensive. This approach can damage our reputation and create negative impressions regarding our ability to perform the duties we were elected to perform. Participants in this session will learn a six-step method for providing feedback and learn to receive criticism without becoming defensive. We will also address effectively handling emotions under pressure.

A Great Meeting

Date & Time: June 25, 2010 10:00am, Pacific Time

Duration: 1 hour

Presenters: Colette Collier-Trohan, President, A Great Meeting, Inc.

Description: (Tentative) A Great Meeting happens when every participant in the meeting has an equal opportunity to influence the outcome. The atmosphere must be cordial, yet allow for disagreement. The participants must understand the purpose of the meeting and be committed to making decisions in the best interest of the group as a whole.

Lessons in City Leadership - Part 1

Date & Time: July 30, 2010 -10:00am, Pacific Time

Duration: 1 hour

Presenters: Dr. Todd H. Arwood

Description: This is the first of a 2 part, fast-paced informational program that provides insights into how each of us can be a leader in our daily lives and make a positive difference, whatever our title or civic position.

Participants will understand that genuine leadership is not conferred by a title or limited to city hall but is dwelling within each one of us. True leadership is demonstrated through our everyday actions and the way we influence the lives of those around us. During this program, we will cover six key leadership points as well as give you some insight into how to awaken the leader in you!

Participants will receive:

- An increased awareness of how YOU make a positive difference as a civic leader.
- A better understanding of how to lead yourself and others.
- Thoughts about how to create a legacy of accomplishment and contribution in everything you do.

Conducting Effective Public Meetings to Engage the Community in Dialogue

Date & Time: August 27, 2010 - 10:00 am, Pacific Time

Duration: 1 hour

Presenters: Nan Stager, Asst Dir, Indiana Conflict Resolution Institute

Description: How can you better engage the public in decision making? Examine the drawbacks of the traditional public meeting format and learn alternative methods of involving the public in a meaningful dialogue about public policy issues. Learn the difference between positions and interests, how to effectively frame issues for solutions, and how to engage the public as "partners in problem solving."

Delivering the Goods: A Government Leaders Guide to being a Smart-Buyer in Government Contracting

Date & Time: September 24, 2010 -10:00am, Pacific Time

Duration: 1 hour

Presenters: David M. VanSlyke, Ph.D.

Description: This session is designed to equip local leaders with the tools and strategies to manage risk and achieve results through contracting. In this webinar, local government leaders will learn what is happening in the contracting world. They will learn first-hand what local government leaders are doing, how they are doing it, and what results they're achieving.

A range of issues and real-world examples will be presented that deal with contracting. This is not a legal approach to writing contracts, but rather a strategic and managerial approach to thinking and acting as smart-buyers when considering and entering into contract relationships.

Lessons in City Leadership - Part 2

Date & Time: October 29, 2010 - 10:00 am, Pacific Time

Duration: 1 hour

Presenters: Dr. Todd Arwood

Description: Part 2 of this program provides further insights into how each of us can be a leader in our daily lives and make a positive difference, whatever our title or civic position.

Participants will understand that genuine leadership is not conferred by a title or limited to city hall but is dwelling within each one of us. True leadership is demonstrated through our everyday actions and the way we influence the lives of those around us. During this program, we will cover six key leadership points as well as give you some insight into how to awaken the leader in you!

Participants will receive:

- An increased awareness of how YOU make a positive difference as a civic leader.
- A better understanding of how to lead yourself and others.
- Thoughts about how to create a legacy of accomplishment and contribution in everything you do.

Building and Repairing Trust as a Public Leader

Date & Time: November 19, 2010 - 10:00 am, Pacific Time

Duration: 1 hour

Presenters: Donna Zajonc, Bainbridge Leadership Center

Description: As a public leader, if we do not have trusting relationships with our constituents, fellow leaders and staff, we simply will not be effective. But what is trust? How do we know when we have trust and most important, how do we repair it when trust is lost? In this workshop, learn what you can do to repair and build trust as well as be a trustworthy public leader.

Re-Engineering Work Processes and Creating Organizational Change

Date & Time: December 17, 2010 - 10:00 am, Pacific Time

Duration: 1 hour

Presenters: Caryn Tilton, Owner, CT Consulting LLC & MyPlaceToLearn, Inc.

Description: At the heart of reengineering is the notion of "discontinuous thinking" or recognizing and breaking away from the outdated rules and fundamental assumptions underlying city operations. These rules of work design are based on assumptions about technology, people, and organizational goals that no longer hold. Learn how to lead your city to achieve breakthrough performance improvements in areas affecting productivity, cost savings, quality, and citizen satisfaction.

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