

## SATURDAY, MAY 13

### **Become a Superhero Clerk: Let an Improv Actor Invigorate Your Team, Energize Your Leadership and Fix Your Next Meeting with Glenn Anderson**

SATURDAY, MAY 13  
8:00 am – 12:00 pm

*Team leadership as a clerk is not an easy task. If you want to thrive in this area, it takes effort and a commitment to personal development. Learn from the wisdom of an improvisational actor through this interactive workshop. It's important for clerks to spend time connecting with each person on their team and creating a cooperative and honest workspace. Develop a team culture where communication is open, and everyone wants to contribute. Stimulate effective brainstorming and build trust by thinking like an improv actor – think and say, “Yes, And.” Go beyond having your team listen to simply respond and have them listen to understand. Through numerous, fun improv games and exercises, learn to hold effective meetings filled with brilliant problem-solving ideas. Empower your team to achieve their goals, whether they are local, remote, or hybrid. What's impossible to achieve alone as a clerk, teamwork makes possible.*

### **Emotional Intelligence for Municipal Clerks and Treasurers | The Game Changer in 2023 and Beyond with Preethi Fernando**

SATURDAY, MAY 13  
8:00 am – 12:00 pm

*People don't care. how much we know, until they know how much we care.*

*The “good to great transformation” of a municipal clerk happens with sound emotional intelligence, because it is such a “people oriented” job. The better at connecting with people, the more successful and less stressful the job of a municipal clerk can become. Given the tight deadlines, staffing shortages, and having to go back and correct the errors of work done by others can be frustrating. It can lead to a municipal clerk being stressed out, blowing small matters out of proportion, misunderstanding the smiley face emoji on an e-mail, and feeling emotionally depleted at the end of the day.*

*In this motivating, informative, and engaging four hour session, Preethi dives into the sensitive and vital topic of emotional intelligence and how its silent yet powerful influence can alter so many lives.*

## **Would the Chaos Please Come to Order? with Susan Frost**

**SATURDAY, MAY 13**  
1:00 pm – 5:00 pm

*Opening the Door to Creativity, Critical Thinking, and Innovative Management, We live in a time of cataclysmic change, a time that demands fresh eyes without losing sight of the past. Pandemic shutdowns, rapidly growing technology, and economic challenges put us on a perpetual learning curve. The emerging 21st century workplace is a very different environment. These challenges demand more than coping, they require flexibility to flourish. The skills acquired through empathy and critical thinking transform this chaos into a path to creativity, to dialogue, and to collaboration.*

## **Ethics in Public Service with Eric Robinson**

**SATURDAY, MAY 13**  
1:00 pm – 5:00 pm

*Oh no, not another ethics session... We all know the difference between right and wrong.... Why is this topic always on the agenda.... Because being led away in handcuffs.... is not a desirable outcome. Recent events have shown us that public cynicism toward government is escalating. As public servants, it is our responsibility to ensure we do not validate negative public sentiment. Therefore, it is imperative that public servants can define ethics and understand its relevance to themselves, their organizations, and the citizens they serve. Public servants are required to make decisions that will affect fellow citizens in a variety of ways. As trustees of the people, public servants should make every effort to create an atmosphere of public trust. This Academy focuses on key principles of public sector ethics and examines the range of consequences for public servants when ethical decision-making is in question including public perception/appearance, liability, and impropriety. Participants will also identify their preferred ethical decision-making styles and explore an objective process for making ethical decisions. Several ethical dilemmas will be used to further illustrate these points.*

## SUNDAY, MAY 14

### **Lois and Clerk- How Delegates Slay the Villain of Stagnant Workplace Cultures with Stephanie Angelo**

SUNDAY, MAY 14  
8:00 am – 12:00 pm

*We know that the biggest threat to any organization's culture is stagnation. It's the ultimate villain. Built to Thrive™ organizations "slay the villain of stagnation". Whether you're a 'Lois' or a Clerk you play a vital role in your municipality and have the power to "slay the villain of stagnation" to make your municipality Built to Thrive™ with three bold super-powers.*

*Super-power One: Delegates will learn what a strategic thinker is and dive into fun practice exercises that will have you laughing and learning how the power to think strategically will help you meet the goals of your municipality and help the residents and officials you serve.*

*Super-power Two: In this level of the Academy, with your newly installed strategic thinking super-power you'll learn how to create a culture of learning at your municipality.*

*You'll learn what a "culture of learning" is and why it's of critical value to you and your municipality. You'll learn seven powerful actions to create, foster a learning centered municipality and how this cultural focus will help reduce absenteeism, inspire higher productivity and engage loyal employees.*

*In Super-power Three you'll discover "reciprocal accountability", a fun and creative way to hold municipal divisions accountable to each other. This fast-paced session will be loaded with learning and filled with hands-on group activities. You'll have super-powers to bring back to your organization to "slay the villain of culture stagnation".*

SUNDAY, MAY 14  
8:00 am – 12:00 pm

### **Myers-Briggs Type Indicator: Interpreting Your Personality with Neil Ihde**

*Here's your chance to explore the Myers-Briggs Type Indicator (MBTI), the most utilized personality instrument in the world. You will leave this session with a better understanding of yourself and a better understanding of how to relate and communicate with those around you. We will explore the background and theory of the MBTI. We will look in depth at the four dichotomies that make up your MBTI type (Extraversion-Introversion, Sensing-Intuition, Thinking-Feeling, Judging-Perceiving). And we will help you understand your natural gifts and preferences. Don't miss this dynamic, interactive, and enriching session!*

**SUNDAY, MAY 14**  
1:00 pm – 5:00 pm

### **Get A Seat at the Table with Rex Osborn**

*As professionals, most of us have said at one point or another: “Who came up with this idea, it won’t work.” But when you realize the mandate, you are just a day late, and it didn’t work as predicted. The goal during the academy is to identify the events, boards, commissions, and just general places you need to have a seat at the table. The old saying is simple: Be at the table or be on the menu! So many decisions are made daily that directly conflict with your agency’s mission, goals, or personal core values. This session will help you first determine your personal core values, as this is the foundation in all we do in our profession and personal lives. This will help you decide if a process you are going to be involved in or contest is worth the fight. We will discuss and do some sharing of those boards, commissions, and events that you need to be present for, we will see if your scope of vision is wide enough or do you need to narrow it down a bit. The academy takeaway will be, are you prepared to take a seat at the table and not be on the menu?*

**SUNDAY, MAY 14**  
1:00 pm – 5:00 pm

### **A Time to Renew with Haydee Antezana**

*For twenty-two years Haydee’s leadership and success expertise has influenced Corporate, Government & Association audiences globally. Her passion, high-energy style, straight-talk, quick humor, power content, high level of customization and practical actionable solutions is sure to captivate your attention! With Haydee, you will learn how to “ReNew Ways to Succeed,” “ReIgnite your Focus and Purpose,” “Renew your Energy and Passion,” learn how to “Show Up Confident and Impactful,” while providing “POWERful” leadership in your community.*