



Register before  
March 14, 2026  
and SAVE  
\$75.00



## 2026 Preliminary Program

Sunday, May 17 -  
Thursday, May 21, 2026

80th IIMC Annual Conference  
Reno-Tahoe, Nevada

# Global Insight. Local Impact.





## 2026 IIMC Annual Conference Preliminary Planning Packet

This Preliminary Planning Packet marks the beginning of the 2026 IIMC Annual Conference season.

### INCLUDED IN THIS PACKET:

- **Budget Worksheet** – for planning purposes only. It is not a registration form.
- **Justification Letter Template** – for planning purposes only.
- **Sample Conference Justification Proposal** – for your reference.
- **Host Hotel Information** – hotel details and reservation process.
- **Conference Schedule** – bird's eye view of the overall calendar.
- **Pre-Conference Program** – dates, times, and descriptions for Advanced Academies and Athenian Dialogues.
- **Conference Education Tracks** – dates, times, and session descriptions.

### WHAT YOU CAN DO:

- **Access the IIMC member portal.** Visit the web page [https://online.iimc.com/Public/Public/Sign\\_In.aspx](https://online.iimc.com/Public/Public/Sign_In.aspx) to log in and for more instructions on this one-time set up of your credentials. If you registered online for an IIMC Annual Conference before, you do not need to set up new credentials, simply use the same login. If you've forgotten your password, follow the prompts to restore your login credentials. *If you are not an IIMC member, please contact Janis Daudt at [janis@iimc.com](mailto:janis@iimc.com).*
- **Apply for a conference grant.** The 2026 Conference Grant application period is now live. Applications are due February 12, 2026. [Annual Conference Grants | IIMC - Official Website](#).
- Assemble your proposal and travel request by creating your budget and writing your justification letter using our templates. Remember, the forms included in this packet are for your planning purposes only. They do not guarantee your seat.
- Reserve your hotel room.
- Review pre-conference program options.
- Review conference education tracks and consider your preferences.

### BUDGET WORKSHEETS

IIMC has created two worksheets for your use to assist you in your conference budgeting. **These forms are for your planning purposes only; they are not registration forms.** You may download an Excel version that will complete the calculations for you [HERE](#) (When you open the link: File → Save As → Download A Copy).

#### A. Registration Fee Worksheet (First tab of Excel file)

- a. Select your registration category. A full conference delegate registration package includes admission to the opening reception, opening ceremony, grab and go breakfast, concurrent education sessions/workshops, exhibit hall, general sessions, two lunches, all-conference event (with dinner), morning annual business meeting (with continental breakfast), annual banquet (with dinner). Conference registration categories include:
  - IIMC Member/Associate
  - IIMC Region 10 (Canada)



## 2026 IIMC Annual Conference Preliminary Planning Packet (continued)

- IIMC Region 11 (Outside North American Countries)
- IIMC Retired Member
- Non-Member

b. If you are bringing a guest that will participate in conference activities, add a guest fee. The guest package includes admission to the opening reception, opening ceremony, grab and go breakfast, exhibit hall, general sessions, two lunches, all-conference event (with dinner), morning annual business meeting (with continental breakfast), annual banquet (with dinner). **An IIMC member may not register as a guest of another IIMC member, they must register separately in the appropriate registration category.**

c. If you qualify for a First-Timer's discount, Region 8 East/West discount (AZ, CO, ID, MT, NE, NV, NM, ND, SD, UT, WY), or both, apply the appropriate credit(s). *From the sample form: The attendee is an IIMC member, registering in January 2026, so she qualifies for Early Bird fees (before 3/14/2026). She is a first-time conference attendee (-\$50) and a Region 8 East/West member (-\$50) and eligible for both credits. This attendee's base registration fee is \$650.*

d. Select Athenian Dialogues and Academies if you think you might be interested in these activities. **Adding these costs are for budgeting purposes only and do not guarantee you a seat.** This is not a registration form. *From the sample form: The attendee plans to participate in Saturday's Athenian Dialogue (\$110) and Sunday morning's Academy (\$159).*

e. Your total registration cost will calculate automatically.

### B. Conference Budget Worksheet (Second tab of Excel file)

- a. Complete the top boxes with your Name, Travel Dates, and estimated Total Airfare Costs. *From the sample form: The attendee estimates her roundtrip airfare to be approximately \$318.*
- b. Your Total Conference Registration Fee will automatically populate from the Registration Fee Worksheet.
- c. Your estimated Total Airfare Costs will automatically populate from the top box.
- d. Enter projected costs for each day.
  - i. Friday, May 15, 2026 might be a travel day for you if you are checking in early for the optional pre-conference (Athenian Dialogues or Academies).
  - ii. Saturday, May 16, 2026, might be a travel day for you if you are participating in the regular conference only.
- e. **Ground Transportation:** Include estimated costs in this column for each day. Common costs include airport transfers, parking fees, taxis, and rideshares. *From the sample form: The attendee plans to drive to her home airport and park her car there for \$12/day. In Reno, she will take the free shuttle that runs between The Peppermill Hotel and Reno airport.*
- f. **Standard Lodging:** Standard hotel costs are estimated at \$171.50/night for single or double occupancy. Guest room taxes are subject to change. **The host hotel will charge a one-night (including tax) non-refundable cancellation penalty for any hotel reservations that are booked and canceled regardless of when the cancellation occurs.**



## 2026 IIMC Annual Conference Preliminary Planning Packet (continued)

g. **Per Diem:** The rates listed in this worksheet are the approved 2026 U.S. General Services Administration ([Per diem rates | GSA](#)) rates. Your municipality/office may use a different per diem schedule. *From the sample form: The attendee scheduled her Friday, May 15 flight to depart in the afternoon, so she is entitled to lunch, dinner, and incidental per diem on that day. She scheduled her Friday, May 22 flight in the morning and will arrive home in the late morning, so she is entitled to only breakfast and incidental per diem on that day.*

- i. Meals included with your registration fee:
  - Monday, May 18, 2026: Breakfast and Lunch
  - Tuesday, May 19, 2026: Lunch and Dinner
  - Thursday, May 21, 2026: Breakfast and Dinner
- h. **Miles (personal vehicle):** If you plan on using your personal vehicle, you may use this column to estimate the number of miles you think you might drive. *From the sample form: The distance between the attendee's home and her home airport is 15 miles. On her departure day, she will drive from her home to the home airport, and on her return day, she will drive from the home airport to her home. Additional note: If an attendee is planning to drive their personal vehicle, the mileage for that car trip may be included in this column.*
- i. **Mileage Reimbursement:** The rate listed in this worksheet is the projected 2026 IRS rate. If you are using the hard copy of the worksheet, multiply the number of miles by \$0.70 for the U.S. dollar total. If you are using the Excel version, the amount will calculate automatically.
- j. **Misc.:** The worksheet includes a column for miscellaneous costs.
- k. **Total:** Your totals will calculate automatically.
- l. **TOTAL Conference Cost:** This is the total estimated cost for you to attend the conference.

Additional resources are available on the IIMC 2026 Conference Housing, Planning and Logistics page:  
<https://www.iimc.com/494/Housing-Planning-and-Logistics>.

## Justification Letter

IIMC has created a template that you may use to draft a justification letter to submit to your municipality. This letter template is provided for your planning purposes. You may download this Word document [HERE](#).

- A. You will see place markers for you to include Date, Supervisor's Name, and Your Name.
- B. In the body of the letter, you will add in **bold** a place for you to include the **Total Conference Cost**. This is the total cost you calculated on the Conference Budget Worksheet.
- C. This justification letter template is only a guide, please tailor it for your specific needs.

A sample conference justification proposal is included for your reference.

Additional resources are available on the IIMC 2026 Conference Housing, Planning and Logistics page: <https://www.iimc.com/494/Housing-Planning-and-Logistics>.

A sample conference justification proposal is included for your reference.

**SAMPLE**



COMPANY  
LETTERHEAD

Conference Attendance Justification Letter

January 2, 2026

Dear Ms. Supervisor,

I would like to attend the **80<sup>th</sup> IIMC Annual Conference** on May 17-21, 2026 in Reno, Nevada. Attendance at this conference will enable me to attend a variety of educational sessions, collect resources, and give me access to a network of leading industry professionals and colleagues.

This year's IIMC Annual Conference offers sessions specifically designed for Clerk skill-building, professional development, and enrichment. The IIMC Annual Conference is comprised of diversified programming of educational sessions focused on a wide range of topics that include Leadership, Artificial Intelligence (AI) Productivity, Emotional Intelligence, Policy Implementation, Team Dynamics, Strategic Goal-Setting, Technological Tools, and more.

All of these sessions will help the Clerk's office and our community to stay ahead of a challenging and fluctuating environment. These sessions will provide solutions to many issues that our municipality faces. The ideas, best practices, contacts, and tools I will gain from this conference will save time and money while prioritizing our municipality's needs. I am committed to sharing knowledge and resources with my office.

With the current economic conditions, I understand we must be very conscientious of where we spend money. Therefore, I have broken down the costs for me to attend this conference. I have budgeted **\$2,952.50** to attend IIMC's conference. For a breakdown of these costs, please refer to the worksheets I have completed and included with this letter.

I believe attendance at this conference is a prudent investment in our community's future.

Sincerely,

Millie Lee



# Registration Fee Worksheet

\* All prices listed are \$USD

Early Bird (until 3/13/2026)		Regular (from 3/14/2026)		Registration
IIMC Member	\$750	IIMC Member	\$825	\$650
First Timer (Regions 1-9) Credit	-\$50	First Timer (Regions 1-9) Credit	-\$50	
* IIMC Region 8 West, Region 8 East Credit	-\$50	* IIMC Region 8 West, Region 8 East Credit	-\$50	
IIMC Region 10 (Canada)	\$460	IIMC Region 10 (Canada)	\$510	
IIMC Region 11 (Outside of North American Countries)	\$395	IIMC Region 11 (Outside of North American Countries)	\$445	
IIMC Retired Member	\$195	IIMC Retired Member	\$245	
Non-Member	\$890	Non-Member	\$940	
Guest	\$265	Guest	\$315	
<b>SATURDAY: Optional Pre-Conference Sessions</b>				
Athenian Dialogue				\$110
Academy (AM)				\$159
Academy (PM)				\$159
<b>SUNDAY: Optional Pre-Conference Sessions</b>				
Athenian Dialogue				\$110
Academy (AM)				\$159
Academy (PM)				\$159
				<b>TOTAL</b>
				<b>\$919</b>

\* The following states qualify for a Region 8 West, Region 8 East credit: Arizona, Colorado, Idaho, Montana, Nebraska, Nevada, New Mexico, North Dakota, South Dakota, Utah, Wyoming



# Conference Budget Worksheet

<b>Name</b>	Millie Lee
<b>Travel Dates</b>	5/15-5/22/2026

Travel Day to Reno: (5/15 if attending pre-conference, 5/16 if attending regular conference only).

Per Diem rates are based on the 2026 GSA schedule. Mileage rates above are based on the IRS projection for 2026.



## Host Hotel Information

### Peppermill Hotel in Reno

2707 S. Virginia Street  
Reno, NV 89502

[www.peppermillreno.com](http://www.peppermillreno.com)  
(866) 821-9996

Hotels will charge a one-night (including tax) non-refundable cancellation penalty for any hotel reservations that are booked and canceled regardless of when the cancellation occurs. Please reserve hotel rooms in good faith.



### Room Rates

Single/Double Occupancy .....\$171.50  
(\$150.00 plus 13%/night+\$2 fee tax)

Delegates may book their own reservations by using this link: <https://book.passkey.com/e/51039654>

The cutoff date to book a room is **April 23, 2026**. Reservation requests received after the cutoff date will be based on availability and the hotel's prevailing rates.

All education sessions and meetings will take place at the host hotel.

If hotel capacity is reached, IIMC will designate a secondary hotel. For the most updated hotel information, please visit  
[www.iimc.com/494/Housing-Planning-and-Logistics](http://www.iimc.com/494/Housing-Planning-and-Logistics).





## Conference Schedule\*

### Saturday, May 16, 2026

**8:00 AM – 12:00 Noon**

AM Academy Session (optional, at additional cost)

**9:00 AM – 5:30 PM**

Athenian Dialogue (optional, at additional cost)

**1:00 PM – 5:00 PM**

PM Academy Session (optional, at additional cost)

### Sunday, May 17, 2026

**8:00 AM – 12:00 Noon**

AM Academy Session (optional, at additional cost)

**8:00 AM – 4:00 PM**

Institute Directors/Education Chairs Colloquium

**9:00 AM – 5:30 PM**

Athenian Dialogue (optional, at additional cost)

**1:00 PM – 5:00 PM**

PM Academy Session (optional, at additional cost)

**4:00 PM – 5:00 PM**

State/Provincial/National Association

Presidents Roundtable

**5:00 PM – 6:00 PM**

First Time Delegate Orientation Meet and Greet

**6:00 PM – 7:00 PM**

Opening Network Reception

### Monday, May 18, 2026

**8:00 AM – 10:00 AM**

Opening Ceremony

**10:00 AM – 10:45 AM**

Refreshment Break

**11:00 AM – 12:00 Noon**

*Keynote Session*

**Real-Time Leadership: How to be Ready, Responsive and Relevant in a Radically Changing World**

**Speaker: Michelle Ray**

**On Your Own**

Lunch

**1:15 PM – 2:30 PM**

Institute Directors Meeting (optional)

**2:30 PM – 3:30 PM**

Region Meetings

**4:00 PM – 5:30 PM**

Track Session 0518.1

**5:30 PM – 6:30 PM**

CMC/MMC Q&A with Dr. Jai

**On Your Own**

Explore Reno/Region Dinners

### Tuesday, May 19, 2026

**On Your Own**

Breakfast

**9:00 AM – 10:30 AM**

*Keynote Session*

**Growing Younger: Seven Practices that Helped Me Turn Back Time**

**Speaker: Brenda Viola**

**10:45 AM – 12:00 PM**

Track Session 0519.1

**12:15 PM – 1:15 PM**

Lunch

**1:30 PM – 2:45 PM**

Track Session 0519.2

**3:00 PM – 4:15 PM**

Track Session 0519.3

**6:00 PM – 10:00 PM**

All Conference Event

### Wednesday, May 20, 2026

**On Your Own**

Breakfast

**9:00 AM – 10:30 AM**

Q&A with IIMC President and IIMC Executive Director

**10:45 AM – 12:15 PM**

Track Session 0520.1

**On Your Own**

Lunch

**1:30 PM – 2:45 PM**

Track Session 0520.2

**3:00 PM – 4:15 PM**

Track Session 0520.3

**4:30 PM – 5:30 PM**

Get To Know

IIMC's International Clerks

**On Your Own**

Dinner

### Thursday, May 21, 2026

**7:30 AM – 8:15 AM**

Continental Breakfast

**8:30 AM – 10:30 AM**

Annual Business Meeting/Oaths of Office

**10:45 AM – 12:15 PM**

Track Session 0521.1

**On Your Own**

Lunch

**1:30 PM – 3:00 PM**

Track Session 0521.2

**3:15 PM – 4:45 PM**

Track Session 0521.3

**6:30 PM – 7:30 PM**

Annual Reception

**7:30 PM – 9:30 PM**

Annual Banquet

\* Speakers and session details are subject to change.



Pre-Conference Program

## Advanced Academy Sessions

*If you plan to participate in the pre-conference, you are encouraged to review the Advanced Academies and rank your preferences.*

**Saturday, May 16, 2026**

**8:00 AM – 12:00 Noon**

### ***The Economic Impacts of Public Funds on Local Communities***

**Facilitator:** Mac McGinnis

**Session Description:** Public funds have the power to transform communities—but only when invested with intention and insight. This dynamic workshop explores how the strategic placement of municipal funds can drive equitable economic development at the local level. Participants will unpack the distinctions between true Community Financial Institutions (CFIs) and other financial entities, emphasizing that size and name do not always equate to community impact.

We will dive deep into the categories of financial institutions—depository, investment, and non-depository—and their roles in local economic ecosystems. From banks and credit unions to insurance firms and investment pools, not all financial partners contribute equally to community wellbeing.

Attendees will gain practical tools for:

- Identifying which CFIs are most active in their municipality
- Evaluating the growth potential of public funds in the local economy
- Recognizing “poison pill” practices that undermine community prosperity
- Understanding procurement strategies (RFPs, RFQs, and RFIs) and financial advisory relationships
- Differentiating between allowable investments across states and assessing their local economic impact

- Reviewing municipal credit and investment portfolios to ensure alignment with community goals

With a focus on transparency, fiduciary duty, and equitable reinvestment, this session is essential for clerks, treasurers, finance officers, and all municipal leaders dedicated to building inclusive, thriving economies.

#### **Learning Objectives:**

- Clarify the role of public funds in economic development
- Differentiate between financial institution types and their impacts
- Analyze current and future banking relationships through a strategic lens
- Explore public-private funding mechanisms for long-term growth
- Promote investment policies that prioritize local reinvestment and resilience

**8:00 AM – 12:00 Noon**

### ***Two Clerks from the Lou ~ Put THE STING on RENO!***

**Facilitator:** Helen Ingold

**Session Description:** Empowerment begins with understanding your core values and building financial security to stand on them. Two Clerks from the Lou, Deletra Hudson and Helen Ingold, guide participants through conversations about integrity, self-worth, and financial positioning—helping them learn how to protect their professional reputations, make value-based decisions, and avoid compromising their beliefs for a paycheck or political favor.



## Pre-Conference Program **Advanced Academy Sessions** (continued)

### Learning Objectives:

- How to identify and protect your core values in government or professional service
- The role of financial independence in maintaining integrity
- How to navigate ethical and moral dilemmas with confidence
- Strategies to ensure your decisions reflect your principles, not pressure
- How to create a professional brand rooted in purpose, ethics, and empowerment

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1:00 PM – 5:00 PM

### *The Influential Municipal Clerk*

Facilitator: George Hicks

**Session Description:** Municipal Clerks possess a wide range of knowledge, skills, abilities, and education that bring significant value to their organizations. Too often, however, this value is overlooked or underutilized by peers and superiors. It is essential for clerks to understand how to effectively present their value in the workplace in order to increase their influence.

In this session, Clerks will explore the unique value municipal clerks contribute to their organizations, strategies for leading when you are not in charge, approaches for starting conversations with superiors to ensure clerk input is included in the decision-making process, ways to present ideas to peers and supervisors to shape future decisions, and methods supervisors and managers can use to recognize and leverage the talents of municipal clerks in the workplace.

**1:00 PM – 5:00 PM**

### *Trafficking 101: Leadership*

Facilitator: Lauren Trantham

**Session Description:** Municipal Clerks and local government leaders bear significant responsibility—often operating behind the scenes under high pressure and tight deadlines. This 4-hour interactive workshop is designed to equip these essential professionals with critical knowledge and sustainable leadership practices that protect both community and personal well-being.

In the first half of the session, participants will gain an accessible, practical understanding of modern human trafficking issues that may surface in local government settings—from red flags in business licensing to suspicious public records requests. With a focus on awareness rather than law enforcement response, clerks will leave better informed and ready to serve as informed gatekeepers within their municipalities.

The second half turns inward, helping attendees assess workload demands, identify early signs of burnout, and build a personalized resilience plan. Participants will explore realistic strategies for maintaining energy, focus, and fulfillment in their roles—without compromising their health or the integrity of their service.

### Learning Objectives:

- Increase awareness of human trafficking and how it intersects with local government
- Learn to identify red flags relevant to clerk duties and public-facing services
- Assess personal workload and identify signs of fatigue and burnout
- Develop a personalized leadership sustainability plan
- Apply strategies to maintain professional excellence and personal well-being over time.



## Pre-Conference Program **Advanced Academy Sessions** (continued)

**Sunday, May 17, 2026**

**8:00 AM – 12:00 Noon**

### ***Leading by Serving: Servant Leadership***

**Facilitator:** Nikki Garry

**Session Description:** In an era that demands empathy, resilience, and community-focused governance, Servant Leadership offers a transformative model that places people—not positions—at the heart of leadership.

This workshop invites participants to reframe traditional power dynamics by exploring what it means to lead by serving. Through engaging discussions, guided self-reflection, and real-world municipal case studies, attendees will discover how Servant Leadership fosters inclusive workplaces, deepens trust, and builds resilient teams that can meet the complex challenges of public service.

Participants will leave with practical tools to cultivate a culture of service, enhance collaboration across departments, and drive mission-aligned outcomes. Whether you are a new or seasoned municipal leader, this session will help you lead with authenticity, humility, and impact.

#### **Learning Objectives:**

1. Differentiate servant leadership from other leadership models
2. Examine the core principles of Servant Leadership, including empathy, stewardship, and community-building
3. Identify actionable ways to embed servant leadership into organizational culture
4. Learn techniques to build trust, respect, and psychological safety within teams
5. Understand the measurable benefits of servant leadership in local government settings

**8:00 AM – 12:00 Noon**

### ***What if? City Clerk as Crisis Navigator: Leading from the Middle in Emergencies***

**Facilitator:** Rex Osborn

**Session Description:** In today's rapidly changing world, crises can strike at any moment—from wildfires and cyberattacks to public unrest and high-stakes council meetings. City clerks, though often behind the scenes, are frontline leaders in maintaining continuity, communication, and calm when emergencies unfold.

This academy-level session empowers clerks with the leadership mindset and tactical readiness to navigate high-pressure situations with clarity and confidence. Participants will explore real-world case studies, engage in crisis simulations, and take part in peer discussions that reveal the critical—but often unrecognized—role clerks play in emergency response.

Attendees will leave with a tailored emergency response playbook specific to the clerk's responsibilities, ready to support elected officials, safeguard democratic processes, and uphold public trust during turbulent times.

#### **Learning Objectives:**

- Define the unique leadership role of city clerks in various types of emergencies
- Examine real-life incidents to identify effective clerk responses and lessons learned
- Practice communication and coordination strategies under pressure
- Develop a personalized emergency preparedness plan aligned with municipal protocols
- Strengthen interdepartmental collaboration before, during, and after a crisis



## Pre-Conference Program **Advanced Academy Sessions** (continued)

**1:00 PM – 5:00 PM**

### *Remaining Positive in Times of Crisis*

**Facilitator:** Tyler Enslin

**Session Description:** A recent global Ipsos study revealed that 60% of adults feel stress to the point of being unable to cope, with over half of Americans ranking mental health among their top life concerns. While stress is an everyday reality for many, crises—whether personal, professional, or global—amplify these pressures. For municipal clerks and public servants, the ability to manage stress effectively is not just personal—it's professional.

This highly interactive and reflective session equips participants with practical tools to navigate high-stress situations and build long-term resilience. Grounded in evidence-based practices, this workshop addresses both workplace challenges and personal stressors, offering a holistic approach to mental wellness.

Participants will learn to recognize stress responses, develop healthy habits for sustainable growth, and reframe challenges into opportunities. Whether you're in the middle of a crisis or preparing for future uncertainties, these strategies will help you lead and live with greater clarity, composure, and purpose.

#### **Learning Objectives:**

- Understand the physiological and psychological impacts of stress
- Identify personal stress triggers and coping mechanisms
- Learn evidence-based strategies for managing stress in professional and personal life
- Build resilient habits that support long-term mental well-being
- Apply tools to stay focused, present, and proactive during challenging times.

**1:00 PM – 5:00 PM**

### *From Friction to Alignment: Managing Conflict with Emotional Intelligence & Civility*

**Facilitator:** Dima Ghawi

**Session Description:** This interactive workshop builds the mindsets and skills needed to turn disagreement into forward momentum. Participants begin with a brief self-assessment to identify conflict styles, triggers, and strengths. Using an emotional-intelligence lens, they learn to recognize cues, regulate in the moment, and respond with clarity and respect. The session introduces a civility-in-conflict approach—intent/impact checks, and boundary language, then applies it to relevant scenarios.

#### **Learning Objectives:**

- Identify personal conflict patterns and growth areas through a targeted self-assessment
- Use emotional-intelligence tools to reduce anger and increase clarity in difficult moments
- Prepare, conduct, and debrief tough conversations with structured checklists

Details are subject to change. For the most updated pre-conference information, please visit [www.iimc.com/495Pre-Conference-Education-Programs](http://www.iimc.com/495Pre-Conference-Education-Programs).

Reno-Tahoe, Nevada



Pre-Conference Program  
**Athenian Dialogues**

*After successful registration of an Athenian Dialogue, participants are required to purchase and read the book prior to the session.*

**Saturday, May 16, 2026**

**9:00 AM – 5:30 PM**

***That Librarian: The Fight Against Book Banning in America*** by Amanda Jones

Facilitator: Jannette Goodall, MMC



**Session Description:** One of the things small town librarian Amanda Jones values most about books is how they can affirm a young person's sense of self. So in 2022, when she caught wind of a local public hearing that would discuss "book content," she knew what was at stake. Schools and libraries nationwide have been bombarded by demands for books with LGBTQ+ references, discussions of racism, and more to be purged from the shelves. Amanda would be damned if her community were to ban stories representing minority groups. She spoke out that night at the meeting. Days later, she woke up to a nightmare that is still ongoing.

Amanda Jones has been called a groomer, a pedo, and a porn-pusher; she has faced death threats and attacks from strangers and friends alike. Her decision to support a collection of books with diverse perspectives made her a target for extremists using book banning campaigns—funded by dark money organizations and advanced by hard right politicians—in a crusade to make America more white, straight, and "Christian." But Amanda Jones wouldn't give up without a fight: she sued her harassers for defamation and urged others to join her in the resistance.

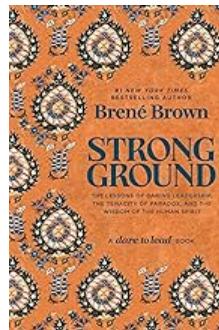
Mapping the book banning crisis occurring all across the nation, That Librarian draws the battle lines in the war against equity and inclusion, calling book lovers every-where to rise in defense of our readers.

**Sunday, May 17, 2026**

**9:00 AM – 5:30 PM**

***Strong Ground*** by Brené Brown, Ph.D.

Facilitator: Jennifer Woodworth, MMC



**Session Description:** With equal amounts of optimism and caution about AI, Brown writes, "I hear a lot of experts trying to soothe people's anxiety about the pace of technological change by offering platitudes like, What makes us human will ensure our relevance. This is dangerous simply because, right now, we're not especially good at what makes us human. We're not hardwired for this level of uncertainty, and many of us feel as if the constant need to self-protect is driving the humanity right out of us. This is why organizational transformation today must foster deep connection, deep thinking, and deep collaboration. We need the courage to lead people in a way that honors and protects the wisdom of the human spirit."

Brown offers a broad assessment of the skill sets and mindsets we need moving forward, including the capacity for respectful and difficult conversations,



## Pre-Conference Program **Athenian Dialogues** (Continued)

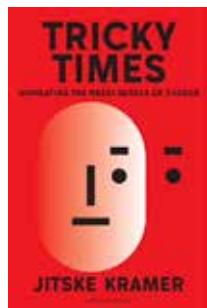
increased productive urgency and smart prioritization rather than reactivity, and strategic risk-taking, paradoxical thinking, and situational and anticipatory awareness skills. She identifies the toughest skill set as the discipline, humility, and confidence to unlearn and relearn.

Brown writes, "Individuals and organizations are building new muscles. Finding our strong ground—that athletic stance—is the only thing that can provide both unwavering stability in a maelstrom of uncertainty and a platform for the fast, explosive change that the world is demanding."

### 9:00 AM – 5:30 PM

**Tricky Times** by Jitske Kramer

Facilitator: Eelco Groenenboom, MMC

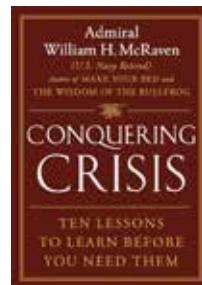


**Session Description:** In this groundbreaking work, leading corporate anthropologist Jitske Kramer masterfully deciphers the complexities of transition and transformation. Drawing on global cultural insights, she reveals why societies across the world are experiencing unprecedented turbulence. Established truths are dissolving and traditional power structures are shifting. Kramer offers invaluable wisdom and practical tools to help people, organizations and societies navigate the 'messy middle' of change, where the familiar no longer works and the new is not yet clear. A 2025 Management Book of the Year finalist, Tricky Times equips readers to recognize the patterns, face the challenges and lead the way through the uncertainty of liminal change.

**9:00 AM – 5:30 PM**

**Conquering Crisis, Ten Lessons to Learn Before You Need Them** by Admiral William H. McRaven

Facilitator: Camilla Pitman, MMC



**Session Description:** Throughout his 40-year career, Admiral McRaven has experienced every manner of calamity imaginable. From managing failed hostage rescues to responding to student unrest, McRaven has learned how to successfully navigate crises—those moments that push the limits

of your experience and challenge your confidence, when leadership skills alone may not be enough.

Conquering Crisis provides a new set of tools for facing these stressful moments with poise. It breaks crises down into five phases assess, report, contain, shape, and manage—and provides concrete steps to come out the other side stronger. With incredible personal stories, thought-provoking parables, and memorable lessons, Admiral McRaven sheds light on the ways we can rise to the occasion in times of crisis and act as leaders, no matter the situation.

Details are subject to change. For the most updated pre-conference information, please visit [www.iimc.com/495Pre-Conference-Education-Programs](http://www.iimc.com/495Pre-Conference-Education-Programs).



## Conference Education Tracks

IIMC encourages you to familiarize yourself with the contents of this section so you may develop an efficient strategy when registration goes live. At that time, you will have the ability to submit all of your conference and pre-conference selections along with your payment.

You are encouraged to:

- Review the full conference education program and rank your preferences for concurrent sessions.
- Gather your conference attendee details:
  - Personal Accommodations details (if needed)
  - Dietary Restrictions (if applicable)
  - Emergency Contact name and phone number
  - Guest information – **Guests must complete their own registration process.**
- Determine the credit card you plan to use to submit payment and ensure you will have access to it when registration is live.

### Track 1

#### 0518.1 The Right Call | Upgrading Workplace Decision Making Skills

Facilitator: Preethi Fernando

#### Session Description

Every day, Municipal Clerks make countless decisions—some routine, others carrying major consequences for their communities. The mindset that guides those choices is just as important as the choices themselves. This session explores the art and practice of decision making, offering tools to navigate crisis, uncertainty, and organizational change with clarity and confidence. Together, we'll discuss how to recognize when a situation calls for fast thinking versus slow reflection, how to recover when a wrong call has been made, and how to decide whose input belongs in the process (and whose doesn't). We'll also highlight how artificial intelligence can serve as a supportive tool in refining your thought process. By learning how to minimize stress and decision fatigue, you'll leave better equipped to make quality decisions that reduce "repair time" and increase trust in your leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Make strong, timely decisions during crises, uncertainty, and organizational change.
2. Minimize damage control, make course corrections, or step away when needed after a wrong decision.
3. Use artificial intelligence as a supportive guide in the decision-making process.
4. Distinguish between situations that require quick responses and those that benefit from deliberate reflection.
5. Determine whose input strengthens the decision process—and when to leave others out.
6. Refine the thought process and mindset that drive effective decision making.



## Conference Education Tracks - Track1 (continued)

### 0519.1 Fear and Flourish: Steps to a Braver You

Facilitator: Glenn Anderson

#### Session Description

Stepping into new territory—whether it's taking on additional responsibilities, leading in uncertain times, or speaking up in challenging situations—naturally brings fear. For Municipal Clerks, these moments can feel especially daunting, as the decisions you make often impact your entire community. This motivational session will help you recognize fear for what it is and learn how to move forward with confidence anyway. Together, we'll uncover the barriers that hold us back, practice practical techniques like “fear-setting,” and build a personal confidence anchor you can rely on in stressful moments. By shifting from a place of hesitation to a place of strength, you'll discover how to transform fear into fuel for growth and leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Apply the confidence anchor method to manage fear in high-pressure situations.
2. Shift from pain to power by reframing how fear shows up in daily work.
3. Replace the fear of missing out (FOMO) with the joy of missing out (JOMO) for better clarity and balance.
4. Use the “no-lose” decision-making model to lead with less stress and more assurance.
5. Move from a fixed mindset to a growth mindset that supports resilience and adaptability.
6. Practice fear-setting as a powerful extension of goal setting.

### 0519.2 Beyond the Bylaws: Emotional Intelligence in the Clerk's Off

Facilitators: Khaleah Bradshaw & Kourtney Cullors

#### Session Description

Emotional Intelligence (EQ) is more than just a buzzword—it's a leadership superpower. For Municipal Clerks, cultivating EQ can transform how you navigate the fast-paced, often high-pressure environment of local government. This interactive session will guide you through the five key components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—and connect them directly to the work you do every day. From managing stress during council meetings to strengthening relationships with elected officials, staff, and the public, you'll walk away with practical tools to handle challenges with confidence and composure. By deepening your EQ, you'll not only enhance your own effectiveness but also create a stronger, more collaborative environment for your entire organization.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize and strengthen the five core components of emotional intelligence.
2. Apply EQ strategies to manage stress and maintain balance in demanding situations.
3. Build stronger, trust-based relationships with elected officials, colleagues, and community members.
4. Navigate tough public interactions with empathy, professionalism, and grace.
5. Lead with influence and trust by using emotional intelligence to foster a more harmonious and productive governance environment.



## Conference Education Tracks - Track 1 (continued)

### 0519.3 Quick Tips for AI Productivity

Facilitator: Dean Randall

#### Session Description

AI is no longer on the horizon—it's here, and it's changing how work gets done in real time. This session offers a hands-on look at how Municipal Clerks can use today's AI tools to simplify daily tasks and boost efficiency. You'll see how features like Microsoft Copilot integrate seamlessly with Word, Excel, and PowerPoint to draft documents, summarize messages, and streamline projects, and how similar tools are now appearing in Google Workspace. We'll also explore creative uses like generating images or refining the tone of communications to be more professional and polished. Alongside the opportunities, you'll learn practical safeguards and "watch outs" to ensure accuracy and reduce risks. Walk away with a clear understanding of what AI can (and can't) do—and how you can start putting it to work for you and your team today.

#### Learning Outcomes

*Participants will learn to:*

1. Use AI to draft, summarize, and refine documents, emails, and messages with speed and accuracy.
2. Explore how Copilot enhances productivity directly within Word, Excel, and PowerPoint.
3. Discover parallel AI functions available in Google Workspace.
4. Apply AI for task planning, project coordination, and communication improvements.
5. Identify important safeguards and "watch outs" to use AI tools responsibly and effectively.

### 0520.1 No More Crazy Policies: Effective Policy Making & Implementation

Facilitator: Eric Robinson

#### Session Description

Policies shape how local government operates and how citizens experience their community. For Municipal Clerks, understanding not only the policies themselves but also how roles, responsibilities, and organizational dynamics fit together is essential to influencing change. This session will take a practical look at how clerks can examine their municipality's current policies, evaluate their effectiveness, and draft meaningful improvements. By exploring both the internal functions of the organization and the broader political context, participants will strengthen their ability to guide policy development in ways that reflect community needs and expectations.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the mission and true function of their organization.
2. Clarify the importance of their role and the interconnected roles of others within the organization.
3. Discuss the significance of organizational policies and how they align with citizens' expectations.
4. Examine and evaluate their municipality's existing policies with a critical lens.
5. Develop and propose policy changes that enhance organizational effectiveness and community trust.



## Conference Education Tracks - Track 1 (continued)

### 0520.2 Off Script: Moving Beyond Making a Motion

Facilitators: Tisha Gieser & Emilia Sanchez

#### Session Description

Even the best-prepared agendas can't predict every twist and turn of a meeting. This intermediate-level parliamentary procedure session will equip Municipal Clerks with the tools to handle the unexpected with confidence. Using the engaging Jurassic Parliament approach—complete with dinosaur props to simplify complex concepts—you'll learn how to navigate tricky situations like amending motions, reconsidering decisions after a vote, postponing items, and choosing the right voting method. Through interactive practice, you'll sharpen your skills, strengthen your confidence, and leave ready to support smoother, more effective meetings in your municipality.

#### Learning Outcomes

*Participants will learn to:*

1. Correctly apply advanced motions such as reconsider, table, and postpone to a certain time.
2. Understand degrees of amendments and how to process them effectively.
3. Distinguish among different voting methods and apply the appropriate rules for each.

### 0520.3 Not My Circus, Not My Monkey

Facilitator: Anne Uecker

#### Session Description

Every workplace encounters difficult personalities and dysfunctional team dynamics—but these challenges don't have to derail progress. For Municipal Clerks, learning to understand and work with these dynamics can turn potential conflict into an opportunity for stronger leadership and better outcomes. In this session, we'll explore why people exhibit "difficult" behaviors, how to recognize the different styles, and practical strategies for responding in ways that build trust and effectiveness. We'll also unpack the five common dysfunctions of teams and practice approaches to move everyone toward alignment and shared success. With the right tools, you can transform obstacles into opportunities for growth, collaboration, and stronger team performance.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the underlying characteristics that cause people to be perceived as difficult.
2. Apply tips and strategies for dealing effectively with challenging personalities.
3. Adapt leadership styles to better engage with and support difficult individuals.
4. Understand the five dysfunctions of teams and how to address them.
5. Foster alignment and positive outcomes even in the face of conflict.



## Conference Education Tracks - Track 1 (continued)

### 0521.1 De-Escalating Disruptive Behaviors in Municipal Offices

Facilitator: Tina Barton

#### Session Description

Municipal offices nationwide are facing rising tensions, with staff increasingly encountering disruptive behaviors from the public. For Municipal Clerks, knowing how to remain calm and effective in these moments is critical—not only for personal safety but also for preserving public trust. In this interactive session, led by a former Clerk and current Co-Chair of the Committee for Safe and Secure Elections (CSSE), you'll learn practical de-escalation strategies designed specifically for high-stress encounters. Together, we'll explore how trauma, stress, and misunderstanding can influence behavior, and practice techniques that use body language, tone, and communication skills to defuse confrontations. Participants will engage in real-world scenarios and receive CSSE's "Four Steps to Working with Challenging Visitors and Disruptive Content Creators," a valuable take-home resource for navigating difficult interactions while maintaining transparency and professionalism.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize their own physiological and emotional responses during confrontations.
2. Apply body language, voice, and strategic communication techniques to de-escalate tense situations.
3. Respond effectively to disruptive visitors and content creators in municipal settings.
4. Practice de-escalation skills through real-world scenarios to build confidence and readiness.

### 0521.2 Storytelling as a Municipal Superpower

Facilitator: Stephanie Smith

#### Session Description

Municipal Clerks are trusted with the facts, figures, and formalities that keep local government running—but it's the story behind the data that people remember. Whether presenting a staff report, onboarding a new Councilmember, writing agenda items, or educating the public, storytelling can transform information into impact. In this session, you'll learn practical techniques to make your communication more engaging, persuasive, and memorable—without ever losing accuracy or professionalism. Together we'll explore how to humanize government work, highlight impact, and frame information in ways that build trust with both colleagues and constituents. You'll leave with simple storytelling formulas, real-world examples, and renewed confidence that your words can truly lead.

#### Learning Outcomes

*Participants will learn to:*

1. Reframe storytelling as a leadership tool that shapes perception, fosters connection, and builds trust—even in bureaucratic contexts.
2. Apply the anatomy of a compelling story (character, conflict, resolution) to Clerk communications like staff reports, FAQs, and agenda items.
3. Transform data into dialogue by embedding meaning and human relevance into facts, deadlines, and statutes.
4. Adjust tone, voice, and framing to reduce defensiveness and increase buy-in with Council, staff, press, or the public.
5. Practice rewriting real Clerk content into short narratives that inform, engage, and connect.



## Conference Education Tracks - Track 1 (continued)

### 0521.3 Stop the Minutes Madness AI & Tech for Productivity

Facilitator: Chris Astrella

#### Session Description

For many Municipal Clerks, taking minutes isn't exactly the favorite part of the job—but it doesn't have to be painful. In this interactive session, Chris will share the statutory requirements for minutes, provide real-world examples of best practices, and highlight technology and outsourcing options that can make the process easier and more efficient. You'll also hear from peers about what works in their offices, sparking new ideas you can adapt for your own municipality. Together, we'll reframe minutes not just as a task to get through, but as an opportunity to create accurate, professional records that reflect the work of your legislative body with clarity and confidence.

#### Learning Outcomes

*Participants will learn to:*

1. Understand the statutory requirements for minutes, with examples from multiple states.
2. Apply best practices for taking and organizing minutes in municipalities of all sizes.
3. Explore technology and outsourcing options to simplify and streamline minute taking.

Details are subject to change. For the most updated conference information, please visit [www.iimc.com/496/Education-Programs](http://www.iimc.com/496/Education-Programs).



## Conference Education Tracks

### Track 2

#### 0518.1 Fear and Flourish: Steps to a Braver You

Facilitator: Glenn Anderson

#### Session Description

Stepping into new territory—whether it's taking on additional responsibilities, leading in uncertain times, or speaking up in challenging situations—naturally brings fear. For Municipal Clerks, these moments can feel especially daunting, as the decisions you make often impact your entire community. This motivational session will help you recognize fear for what it is and learn how to move forward with confidence anyway. Together, we'll uncover the barriers that hold us back, practice practical techniques like “fear-setting,” and build a personal confidence anchor you can rely on in stressful moments. By shifting from a place of hesitation to a place of strength, you'll discover how to transform fear into fuel for growth and leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Apply the confidence anchor method to manage fear in high-pressure situations.
2. Shift from pain to power by reframing how fear shows up in daily work.
3. Replace the fear of missing out (FOMO) with the joy of missing out (JOMO) for better clarity and balance.
4. Use the “no-lose” decision-making model to lead with less stress and more assurance.
5. Move from a fixed mindset to a growth mindset that supports resilience and adaptability.
6. Practice fear-setting as a powerful extension of goal setting.

#### 0519.1 Beyond the Bylaws: Emotional Intelligence in the Clerk's Off

Facilitators: Khaleah Bradshaw & Kourtney Cullors

#### Session Description

Emotional Intelligence (EQ) is more than just a buzzword—it's a leadership superpower. For Municipal Clerks, cultivating EQ can transform how you navigate the fast-paced, often high-pressure environment of local government. This interactive session will guide you through the five key components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—and connect them directly to the work you do every day. From managing stress during council meetings to strengthening relationships with elected officials, staff, and the public, you'll walk away with practical tools to handle challenges with confidence and composure. By deepening your EQ, you'll not only enhance your own effectiveness but also create a stronger, more collaborative environment for your entire organization.



## Conference Education Tracks - Track 2 (continued)

### Learning Outcomes

*Participants will learn to:*

1. Recognize and strengthen the five core components of emotional intelligence.
2. Apply EQ strategies to manage stress and maintain balance in demanding situations.
3. Build stronger, trust-based relationships with elected officials, colleagues, and community members.
4. Navigate tough public interactions with empathy, professionalism, and grace.
5. Lead with influence and trust by using emotional intelligence to foster a more harmonious and productive governance environment.

### 0519.2 Quick Tips for AI Productivity

Facilitator: Dean Randall

### Session Description

AI is no longer on the horizon—it's here, and it's changing how work gets done in real time. This session offers a hands-on look at how Municipal Clerks can use today's AI tools to simplify daily tasks and boost efficiency. You'll see how features like Microsoft Copilot integrate seamlessly with Word, Excel, and PowerPoint to draft documents, summarize messages, and streamline projects, and how similar tools are now appearing in Google Workspace. We'll also explore creative uses like generating images or refining the tone of communications to be more professional and polished. Alongside the opportunities, you'll learn practical safeguards and "watch outs" to ensure accuracy and reduce risks. Walk away with a clear understanding of what AI can (and can't) do—and how you can start putting it to work for you and your team today.

### Learning Outcomes

*Participants will learn to:*

1. Use AI to draft, summarize, and refine documents, emails, and messages with speed and accuracy.
2. Explore how Copilot enhances productivity directly within Word, Excel, and PowerPoint.
3. Discover parallel AI functions available in Google Workspace.
4. Apply AI for task planning, project coordination, and communication improvements.
5. Identify important safeguards and "watch outs" to use AI tools responsibly and effectively.



## Conference Education Tracks - Track 2 (continued)

### 0519.3 No More Crazy Policies: Effective Policy Making & Implementation

Facilitator: Eric Robinson

#### Session Description

Policies shape how local government operates and how citizens experience their community. For Municipal Clerks, understanding not only the policies themselves but also how roles, responsibilities, and organizational dynamics fit together is essential to influencing change. This session will take a practical look at how clerks can examine their municipality's current policies, evaluate their effectiveness, and draft meaningful improvements. By exploring both the internal functions of the organization and the broader political context, participants will strengthen their ability to guide policy development in ways that reflect community needs and expectations.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the mission and true function of their organization.
2. Clarify the importance of their role and the interconnected roles of others within the organization.
3. Discuss the significance of organizational policies and how they align with citizens' expectations.
4. Examine and evaluate their municipality's existing policies with a critical lens.
5. Develop and propose policy changes that enhance organizational effectiveness and community trust.

### 0520.1 Off Script: Moving Beyond Making a Motion

Facilitators: Tisha Gieser & Emilia Sanchez

#### Session Description

Even the best-prepared agendas can't predict every twist and turn of a meeting. This intermediate-level parliamentary procedure session will equip Municipal Clerks with the tools to handle the unexpected with confidence. Using the engaging Jurassic Parliament approach—complete with dinosaur props to simplify complex concepts—you'll learn how to navigate tricky situations like amending motions, reconsidering decisions after a vote, postponing items, and choosing the right voting method. Through interactive practice, you'll sharpen your skills, strengthen your confidence, and leave ready to support smoother, more effective meetings in your municipality.

#### Learning Outcomes

*Participants will learn to:*

1. Correctly apply advanced motions such as reconsider, table, and postpone to a certain time.
2. Understand degrees of amendments and how to process them effectively.
3. Distinguish among different voting methods and apply the appropriate rules for each.



## Conference Education Tracks - Track 2 (continued)

### 0520.2 Not My Circus, Not My Monkey

Facilitator: Anne Uecker

#### Session Description

Every workplace encounters difficult personalities and dysfunctional team dynamics—but these challenges don't have to derail progress. For Municipal Clerks, learning to understand and work with these dynamics can turn potential conflict into an opportunity for stronger leadership and better outcomes. In this session, we'll explore why people exhibit "difficult" behaviors, how to recognize the different styles, and practical strategies for responding in ways that build trust and effectiveness. We'll also unpack the five common dysfunctions of teams and practice approaches to move everyone toward alignment and shared success. With the right tools, you can transform obstacles into opportunities for growth, collaboration, and stronger team performance.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the underlying characteristics that cause people to be perceived as difficult.
2. Apply tips and strategies for dealing effectively with challenging personalities.
3. Adapt leadership styles to better engage with and support difficult individuals.
4. Understand the five dysfunctions of teams and how to address them.
5. Foster alignment and positive outcomes even in the face of conflict.

### 0520.3 De-Escalating Disruptive Behaviors in Municipal Offices

Facilitator: Tina Barton

#### Session Description

Municipal offices nationwide are facing rising tensions, with staff increasingly encountering disruptive behaviors from the public. For Municipal Clerks, knowing how to remain calm and effective in these moments is critical—not only for personal safety but also for preserving public trust. In this interactive session, led by a former Clerk and current Co-Chair of the Committee for Safe and Secure Elections (CSSE), you'll learn practical de-escalation strategies designed specifically for high-stress encounters. Together, we'll explore how trauma, stress, and misunderstanding can influence behavior, and practice techniques that use body language, tone, and communication skills to defuse confrontations.

Participants will engage in real-world scenarios and receive CSSE's "Four Steps to Working with Challenging Visitors and Disruptive Content Creators," a valuable take-home resource for navigating difficult interactions while maintaining transparency and professionalism.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize their own physiological and emotional responses during confrontations.
2. Apply body language, voice, and strategic communication techniques to de-escalate tense situations.
3. Respond effectively to disruptive visitors and content creators in municipal settings.
4. Practice de-escalation skills through real-world scenarios to build confidence and readiness.



## Conference Education Tracks - Track 2 (continued)

### 0521.1 Storytelling as a Municipal Superpower

Facilitator: Stephanie Smith

#### Session Description

Municipal Clerks are trusted with the facts, figures, and formalities that keep local government running—but it's the story behind the data that people remember. Whether presenting a staff report, onboarding a new Councilmember, writing agenda items, or educating the public, storytelling can transform information into impact. In this session, you'll learn practical techniques to make your communication more engaging, persuasive, and memorable—without ever losing accuracy or professionalism. Together we'll explore how to humanize government work, highlight impact, and frame information in ways that build trust with both colleagues and constituents. You'll leave with simple storytelling formulas, real-world examples, and renewed confidence that your words can truly lead.

#### Learning Outcomes

*Participants will learn to:*

1. Reframe storytelling as a leadership tool that shapes perception, fosters connection, and builds trust—even in bureaucratic contexts.
2. Apply the anatomy of a compelling story (character, conflict, resolution) to Clerk communications like staff reports, FAQs, and agenda items.
3. Transform data into dialogue by embedding meaning and human relevance into facts, deadlines, and statutes.
4. Adjust tone, voice, and framing to reduce defensiveness and increase buy-in with Council, staff, press, or the public.
5. Practice rewriting real Clerk content into short narratives that inform, engage, and connect.

### 0521.2 Stop the Minutes Madness AI & Tech for Productivity

Facilitator: Chris Astrella

#### Session Description

For many Municipal Clerks, taking minutes isn't exactly the favorite part of the job—but it doesn't have to be painful. In this interactive session, Chris will share the statutory requirements for minutes, provide real-world examples of best practices, and highlight technology and outsourcing options that can make the process easier and more efficient. You'll also hear from peers about what works in their offices, sparking new ideas you can adapt for your own municipality. Together, we'll reframe minutes not just as a task to get through, but as an opportunity to create accurate, professional records that reflect the work of your legislative body with clarity and confidence.

#### Learning Outcomes

*Participants will learn to:*

1. Understand the statutory requirements for minutes, with examples from multiple states.
2. Apply best practices for taking and organizing minutes in municipalities of all sizes.
3. Explore technology and outsourcing options to simplify and streamline minute taking.



## Conference Education Tracks - Track 2 (continued)

### 0521.3 The Right Call | Upgrading Workplace Decision Making Skills

Facilitator: Preethi Fernando

#### Session Description

Every day, Municipal Clerks make countless decisions—some routine, others carrying major consequences for their communities. The mindset that guides those choices is just as important as the choices themselves. This session explores the art and practice of decision making, offering tools to navigate crisis, uncertainty, and organizational change with clarity and confidence. Together, we'll discuss how to recognize when a situation calls for fast thinking versus slow reflection, how to recover when a wrong call has been made, and how to decide whose input belongs in the process (and whose doesn't). We'll also highlight how artificial intelligence can serve as a supportive tool in refining your thought process. By learning how to minimize stress and decision fatigue, you'll leave better equipped to make quality decisions that reduce "repair time" and increase trust in your leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Make strong, timely decisions during crises, uncertainty, and organizational change.
2. Minimize damage control, make course corrections, or step away when needed after a wrong decision.
3. Use artificial intelligence as a supportive guide in the decision-making process.
4. Distinguish between situations that require quick responses and those that benefit from deliberate reflection.
5. Determine whose input strengthens the decision process—and when to leave others out.
6. Refine the thought process and mindset that drive effective decision making.

Details are subject to change. For the most updated conference information, please visit <https://www.iimc.com/496/Education-Programs>.



## Conference Education Tracks

### Track 3

#### 0518.1 Beyond the Bylaws: Emotional Intelligence in the Clerk's Office

Facilitators: Khaleah Bradshaw & Kourtney Cullors

#### Session Description

Emotional Intelligence (EQ) is more than just a buzzword—it's a leadership superpower. For Municipal Clerks, cultivating EQ can transform how you navigate the fast-paced, often high-pressure environment of local government. This interactive session will guide you through the five key components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—and connect them directly to the work you do every day. From managing stress during council meetings to strengthening relationships with elected officials, staff, and the public, you'll walk away with practical tools to handle challenges with confidence and composure. By deepening your EQ, you'll not only enhance your own effectiveness but also create a stronger, more collaborative environment for your entire organization.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize and strengthen the five core components of emotional intelligence.
2. Apply EQ strategies to manage stress and maintain balance in demanding situations.
3. Build stronger, trust-based relationships with elected officials, colleagues, and community members.
4. Navigate tough public interactions with empathy, professionalism, and grace.
5. Lead with influence and trust by using emotional intelligence to foster a more harmonious and productive governance environment.



## Conference Education Tracks - Track 3 (continued)

### 0519.1 Quick Tips for AI Productivity

Facilitator: Dean Randall

#### Session Description

AI is no longer on the horizon—it's here, and it's changing how work gets done in real time. This session offers a hands-on look at how Municipal Clerks can use today's AI tools to simplify daily tasks and boost efficiency. You'll see how features like Microsoft Copilot integrate seamlessly with Word, Excel, and PowerPoint to draft documents, summarize messages, and streamline projects, and how similar tools are now appearing in Google Workspace. We'll also explore creative uses like generating images or refining the tone of communications to be more professional and polished. Alongside the opportunities, you'll learn practical safeguards and "watch outs" to ensure accuracy and reduce risks. Walk away with a clear understanding of what AI can (and can't) do—and how you can start putting it to work for you and your team today.

#### Learning Outcomes

*Participants will learn to:*

1. Use AI to draft, summarize, and refine documents, emails, and messages with speed and accuracy.
2. Explore how Copilot enhances productivity directly within Word, Excel, and PowerPoint.
3. Discover parallel AI functions available in Google Workspace.
4. Apply AI for task planning, project coordination, and communication improvements.
5. Identify important safeguards and "watch outs" to use AI tools responsibly and effectively.

### 0519.2 No More Crazy Policies: Effective Policy Making & Implementation

Facilitator: Eric Robinson

#### Session Description

Policies shape how local government operates and how citizens experience their community. For Municipal Clerks, understanding not only the policies themselves but also how roles, responsibilities, and organizational dynamics fit together is essential to influencing change. This session will take a practical look at how clerks can examine their municipality's current policies, evaluate their effectiveness, and draft meaningful improvements. By exploring both the internal functions of the organization and the broader political context, participants will strengthen their ability to guide policy development in ways that reflect community needs and expectations.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the mission and true function of their organization.
2. Clarify the importance of their role and the interconnected roles of others within the organization.
3. Discuss the significance of organizational policies and how they align with citizens' expectations.
4. Examine and evaluate their municipality's existing policies with a critical lens.
5. Develop and propose policy changes that enhance organizational effectiveness and community trust.



## Conference Education Tracks - Track 3 (continued)

### 0519.3 Off Script: Moving Beyond Making a Motion

Facilitators: Tisha Gieser & Emilia Sanchez

#### Session Description

Even the best-prepared agendas can't predict every twist and turn of a meeting. This intermediate-level parliamentary procedure session will equip Municipal Clerks with the tools to handle the unexpected with confidence. Using the engaging Jurassic Parliament approach—complete with dinosaur props to simplify complex concepts—you'll learn how to navigate tricky situations like amending motions, reconsidering decisions after a vote, postponing items, and choosing the right voting method. Through interactive practice, you'll sharpen your skills, strengthen your confidence, and leave ready to support smoother, more effective meetings in your municipality.

#### Learning Outcomes

*Participants will learn to:*

1. Correctly apply advanced motions such as reconsider, table, and postpone to a certain time.
2. Understand degrees of amendments and how to process them effectively.
3. Distinguish among different voting methods and apply the appropriate rules for each.

### 0520.1 Not My Circus, Not My Monkey

Facilitator: Anne Uecker

#### Session Description

Every workplace encounters difficult personalities and dysfunctional team dynamics—but these challenges don't have to derail progress. For Municipal Clerks, learning to understand and work with these dynamics can turn potential conflict into an opportunity for stronger leadership and better outcomes. In this session, we'll explore why people exhibit "difficult" behaviors, how to recognize the different styles, and practical strategies for responding in ways that build trust and effectiveness. We'll also unpack the five common dysfunctions of teams and practice approaches to move everyone toward alignment and shared success. With the right tools, you can transform obstacles into opportunities for growth, collaboration, and stronger team performance.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the underlying characteristics that cause people to be perceived as difficult.
2. Apply tips and strategies for dealing effectively with challenging personalities.
3. Adapt leadership styles to better engage with and support difficult individuals.
4. Understand the five dysfunctions of teams and how to address them.
5. Foster alignment and positive outcomes even in the face of conflict.



## Conference Education Tracks - Track 3 (continued)

### 0520.2 De-Escalating Disruptive Behaviors in Municipal Offices

Facilitator: Tina Barton

#### Session Description

Municipal offices nationwide are facing rising tensions, with staff increasingly encountering disruptive behaviors from the public. For Municipal Clerks, knowing how to remain calm and effective in these moments is critical—not only for personal safety but also for preserving public trust. In this interactive session, led by a former Clerk and current Co-Chair of the Committee for Safe and Secure Elections (CSSE), you'll learn practical de-escalation strategies designed specifically for high-stress encounters. Together, we'll explore how trauma, stress, and misunderstanding can influence behavior, and practice techniques that use body language, tone, and communication skills to defuse confrontations. Participants will engage in real-world scenarios and receive CSSE's "Four Steps to Working with Challenging Visitors and Disruptive Content Creators," a valuable take-home resource for navigating difficult interactions while maintaining transparency and professionalism.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize their own physiological and emotional responses during confrontations.
2. Apply body language, voice, and strategic communication techniques to de-escalate tense situations.
3. Respond effectively to disruptive visitors and content creators in municipal settings.
4. Practice de-escalation skills through real-world scenarios to build confidence and readiness.

### 0520.3 Storytelling as a Municipal Superpower

Facilitator: Stephanie Smith

#### Session Description

Municipal Clerks are trusted with the facts, figures, and formalities that keep local government running—but it's the story behind the data that people remember. Whether presenting a staff report, onboarding a new Councilmember, writing agenda items, or educating the public, storytelling can transform information into impact. In this session, you'll learn practical techniques to make your communication more engaging, persuasive, and memorable—without ever losing accuracy or professionalism. Together we'll explore how to humanize government work, highlight impact, and frame information in ways that build trust with both colleagues and constituents. You'll leave with simple storytelling formulas, real-world examples, and renewed confidence that your words can truly lead.

#### Learning Outcomes

*Participants will learn to:*

1. Reframe storytelling as a leadership tool that shapes perception, fosters connection, and builds trust—even in bureaucratic contexts.
2. Apply the anatomy of a compelling story (character, conflict, resolution) to Clerk communications like staff reports, FAQs, and agenda items.
3. Transform data into dialogue by embedding meaning and human relevance into facts, deadlines, and statutes.
4. Adjust tone, voice, and framing to reduce defensiveness and increase buy-in with Council, staff, press, or the public.
5. Practice rewriting real Clerk content into short narratives that inform, engage, and connect.



## Conference Education Tracks - Track 3 (continued)

### 0521.1 Stop the Minutes Madness AI & Tech for Productivity

Facilitator: Chris Astrella

#### Session Description

For many Municipal Clerks, taking minutes isn't exactly the favorite part of the job—but it doesn't have to be painful. In this interactive session, Chris will share the statutory requirements for minutes, provide real-world examples of best practices, and highlight technology and outsourcing options that can make the process easier and more efficient. You'll also hear from peers about what works in their offices, sparking new ideas you can adapt for your own municipality. Together, we'll reframe minutes not just as a task to get through, but as an opportunity to create accurate, professional records that reflect the work of your legislative body with clarity and confidence.

#### Learning Outcomes

*Participants will learn to:*

1. Understand the statutory requirements for minutes, with examples from multiple states.
2. Apply best practices for taking and organizing minutes in municipalities of all sizes.
3. Explore technology and outsourcing options to simplify and streamline minute taking.

### 0521.2 The Right Call | Upgrading Workplace Decision Making Skills

Facilitator: Preethi Fernando

#### Session Description

Every day, Municipal Clerks make countless decisions—some routine, others carrying major consequences for their communities. The mindset that guides those choices is just as important as the choices themselves. This session explores the art and practice of decision making, offering tools to navigate crisis, uncertainty, and organizational change with clarity and confidence. Together, we'll discuss how to recognize when a situation calls for fast thinking versus slow reflection, how to recover when a wrong call has been made, and how to decide whose input belongs in the process (and whose doesn't). We'll also highlight how artificial intelligence can serve as a supportive tool in refining your thought process. By learning how to minimize stress and decision fatigue, you'll leave better equipped to make quality decisions that reduce "repair time" and increase trust in your leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Make strong, timely decisions during crises, uncertainty, and organizational change.
2. Minimize damage control, make course corrections, or step away when needed after a wrong decision.
3. Use artificial intelligence as a supportive guide in the decision-making process.
4. Distinguish between situations that require quick responses and those that benefit from deliberate reflection.
5. Determine whose input strengthens the decision process—and when to leave others out.
6. Refine the thought process and mindset that drive effective decision making.



## Conference Education Tracks - Track 3 (continued)

### 0521.3 Fear and Flourish: Steps to a Braver You

Facilitator: Glenn Anderson

#### Session Description

Stepping into new territory—whether it's taking on additional responsibilities, leading in uncertain times, or speaking up in challenging situations—naturally brings fear. For Municipal Clerks, these moments can feel especially daunting, as the decisions you make often impact your entire community. This motivational session will help you recognize fear for what it is and learn how to move forward with confidence anyway. Together, we'll uncover the barriers that hold us back, practice practical techniques like “fear-setting,” and build a personal confidence anchor you can rely on in stressful moments. By shifting from a place of hesitation to a place of strength, you'll discover how to transform fear into fuel for growth and leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Apply the confidence anchor method to manage fear in high-pressure situations.
2. Shift from pain to power by reframing how fear shows up in daily work.
3. Replace the fear of missing out (FOMO) with the joy of missing out (JOMO) for better clarity and balance.
4. Use the “no-lose” decision-making model to lead with less stress and more assurance.
5. Move from a fixed mindset to a growth mindset that supports resilience and adaptability.
6. Practice fear-setting as a powerful extension of goal setting.

Details are subject to change. For the most updated conference information, please visit <https://www.iimc.com/496/Education-Programs>.



## Conference Education Tracks

### Track 4

#### 0518.1 Quick Tips for AI Productivity

Facilitator: Dean Randall

#### Session Description

AI is no longer on the horizon—it's here, and it's changing how work gets done in real time. This session offers a hands-on look at how Municipal Clerks can use today's AI tools to simplify daily tasks and boost efficiency. You'll see how features like Microsoft Copilot integrate seamlessly with Word, Excel, and PowerPoint to draft documents, summarize messages, and streamline projects, and how similar tools are now appearing in Google Workspace. We'll also explore creative uses like generating images or refining the tone of communications to be more professional and polished. Alongside the opportunities, you'll learn practical safeguards and "watch outs" to ensure accuracy and reduce risks. Walk away with a clear understanding of what AI can (and can't) do—and how you can start putting it to work for you and your team today.

#### Learning Outcomes

*Participants will learn to:*

1. Use AI to draft, summarize, and refine documents, emails, and messages with speed and accuracy.
2. Explore how Copilot enhances productivity directly within Word, Excel, and PowerPoint.
3. Discover parallel AI functions available in Google Workspace.
4. Apply AI for task planning, project coordination, and communication improvements.
5. Identify important safeguards and "watch outs" to use AI tools responsibly and effectively.



## Conference Education Tracks - Track 4 (continued)

### 0519.1 No More Crazy Policies: Effective Policy Making & Implementation

Facilitator: Eric Robinson

#### Session Description

Policies shape how local government operates and how citizens experience their community. For Municipal Clerks, understanding not only the policies themselves but also how roles, responsibilities, and organizational dynamics fit together is essential to influencing change. This session will take a practical look at how clerks can examine their municipality's current policies, evaluate their effectiveness, and draft meaningful improvements. By exploring both the internal functions of the organization and the broader political context, participants will strengthen their ability to guide policy development in ways that reflect community needs and expectations.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the mission and true function of their organization.
2. Clarify the importance of their role and the interconnected roles of others within the organization.
3. Discuss the significance of organizational policies and how they align with citizens' expectations.
4. Examine and evaluate their municipality's existing policies with a critical lens.
5. Develop and propose policy changes that enhance organizational effectiveness and community trust.

### 0519.2 Off Script: Moving Beyond Making a Motion

Facilitators: Tisha Gieser & Emilia Sanchez

#### Session Description

Even the best-prepared agendas can't predict every twist and turn of a meeting. This intermediate-level parliamentary procedure session will equip Municipal Clerks with the tools to handle the unexpected with confidence. Using the engaging Jurassic Parliament approach—complete with dinosaur props to simplify complex concepts—you'll learn how to navigate tricky situations like amending motions, reconsidering decisions after a vote, postponing items, and choosing the right voting method. Through interactive practice, you'll sharpen your skills, strengthen your confidence, and leave ready to support smoother, more effective meetings in your municipality.

#### Learning Outcomes

*Participants will learn to:*

1. Correctly apply advanced motions such as reconsider, table, and postpone to a certain time.
2. Understand degrees of amendments and how to process them effectively.
3. Distinguish among different voting methods and apply the appropriate rules for each.



## Conference Education Tracks - Track 4 (continued)

### 0519.3 Not My Circus, Not My Monkey

Facilitator: Anne Uecker

#### Session Description

Every workplace encounters difficult personalities and dysfunctional team dynamics—but these challenges don't have to derail progress. For Municipal Clerks, learning to understand and work with these dynamics can turn potential conflict into an opportunity for stronger leadership and better outcomes. In this session, we'll explore why people exhibit "difficult" behaviors, how to recognize the different styles, and practical strategies for responding in ways that build trust and effectiveness. We'll also unpack the five common dysfunctions of teams and practice approaches to move everyone toward alignment and shared success. With the right tools, you can transform obstacles into opportunities for growth, collaboration, and stronger team performance.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the underlying characteristics that cause people to be perceived as difficult.
2. Apply tips and strategies for dealing effectively with challenging personalities.
3. Adapt leadership styles to better engage with and support difficult individuals.
4. Understand the five dysfunctions of teams and how to address them.
5. Foster alignment and positive outcomes even in the face of conflict.

### 0520.1 De-Escalating Disruptive Behaviors in Municipal Offices

Facilitator: Tina Barton

#### Session Description

Municipal offices nationwide are facing rising tensions, with staff increasingly encountering disruptive behaviors from the public. For Municipal Clerks, knowing how to remain calm and effective in these moments is critical—not only for personal safety but also for preserving public trust. In this interactive session, led by a former Clerk and current Co-Chair of the Committee for Safe and Secure Elections (CSSE), you'll learn practical de-escalation strategies designed specifically for high-stress encounters. Together, we'll explore how trauma, stress, and misunderstanding can influence behavior, and practice techniques that use body language, tone, and communication skills to defuse confrontations. Participants will engage in real-world scenarios and receive CSSE's "Four Steps to Working with Challenging Visitors and Disruptive Content Creators," a valuable take-home resource for navigating difficult interactions while maintaining transparency and professionalism.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize their own physiological and emotional responses during confrontations.
2. Apply body language, voice, and strategic communication techniques to de-escalate tense situations.
3. Respond effectively to disruptive visitors and content creators in municipal settings.
4. Practice de-escalation skills through real-world scenarios to build confidence and readiness.



## Conference Education Tracks - Track 4 (continued)

### 0520.2 Storytelling as a Municipal Superpower

Facilitator: Stephanie Smith

#### Session Description

Municipal Clerks are trusted with the facts, figures, and formalities that keep local government running—but it's the story behind the data that people remember. Whether presenting a staff report, onboarding a new Councilmember, writing agenda items, or educating the public, storytelling can transform information into impact. In this session, you'll learn practical techniques to make your communication more engaging, persuasive, and memorable—without ever losing accuracy or professionalism. Together we'll explore how to humanize government work, highlight impact, and frame information in ways that build trust with both colleagues and constituents. You'll leave with simple storytelling formulas, real-world examples, and renewed confidence that your words can truly lead.

#### Learning Outcomes

*Participants will learn to:*

1. Reframe storytelling as a leadership tool that shapes perception, fosters connection, and builds trust—even in bureaucratic contexts.
2. Apply the anatomy of a compelling story (character, conflict, resolution) to Clerk communications like staff reports, FAQs, and agenda items.
3. Transform data into dialogue by embedding meaning and human relevance into facts, deadlines, and statutes.
4. Adjust tone, voice, and framing to reduce defensiveness and increase buy-in with Council, staff, press, or the public.
5. Practice rewriting real Clerk content into short narratives that inform, engage, and connect.

### 0520.3 Stop the Minutes Madness AI & Tech for Productivity

Facilitator: Chris Astrella

#### Session Description

For many Municipal Clerks, taking minutes isn't exactly the favorite part of the job—but it doesn't have to be painful. In this interactive session, Chris will share the statutory requirements for minutes, provide real-world examples of best practices, and highlight technology and outsourcing options that can make the process easier and more efficient. You'll also hear from peers about what works in their offices, sparking new ideas you can adapt for your own municipality. Together, we'll reframe minutes not just as a task to get through, but as an opportunity to create accurate, professional records that reflect the work of your legislative body with clarity and confidence.

#### Learning Outcomes

*Participants will learn to:*

1. Understand the statutory requirements for minutes, with examples from multiple states.
2. Apply best practices for taking and organizing minutes in municipalities of all sizes.
3. Explore technology and outsourcing options to simplify and streamline minute taking.



## Conference Education Tracks - Track 4 (continued)

### 0521.1 The Right Call | Upgrading Workplace Decision Making Skills

Facilitator: Preethi Fernando

#### Session Description

Every day, Municipal Clerks make countless decisions—some routine, others carrying major consequences for their communities. The mindset that guides those choices is just as important as the choices themselves. This session explores the art and practice of decision making, offering tools to navigate crisis, uncertainty, and organizational change with clarity and confidence. Together, we'll discuss how to recognize when a situation calls for fast thinking versus slow reflection, how to recover when a wrong call has been made, and how to decide whose input belongs in the process (and whose doesn't). We'll also highlight how artificial intelligence can serve as a supportive tool in refining your thought process. By learning how to minimize stress and decision fatigue, you'll leave better equipped to make quality decisions that reduce "repair time" and increase trust in your leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Make strong, timely decisions during crises, uncertainty, and organizational change.
2. Minimize damage control, make course corrections, or step away when needed after a wrong decision.
3. Use artificial intelligence as a supportive guide in the decision-making process.
4. Distinguish between situations that require quick responses and those that benefit from deliberate reflection.
5. Determine whose input strengthens the decision process—and when to leave others out.
6. Refine the thought process and mindset that drive effective decision making.

### 0521.2 Fear and Flourish: Steps to a Braver You

Facilitator: Glenn Anderson

#### Session Description

Stepping into new territory—whether it's taking on additional responsibilities, leading in uncertain times, or speaking up in challenging situations—naturally brings fear. For Municipal Clerks, these moments can feel especially daunting, as the decisions you make often impact your entire community. This motivational session will help you recognize fear for what it is and learn how to move forward with confidence anyway. Together, we'll uncover the barriers that hold us back, practice practical techniques like "fear-setting," and build a personal confidence anchor you can rely on in stressful moments. By shifting from a place of hesitation to a place of strength, you'll discover how to transform fear into fuel for growth and leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Apply the confidence anchor method to manage fear in high-pressure situations.
2. Shift from pain to power by reframing how fear shows up in daily work.
3. Replace the fear of missing out (FOMO) with the joy of missing out (JOMO) for better clarity and balance.
4. Use the "no-lose" decision-making model to lead with less stress and more assurance.
5. Move from a fixed mindset to a growth mindset that supports resilience and adaptability.
6. Practice fear-setting as a powerful extension of goal setting.



## Conference Education Tracks - Track 4 (continued)

### 0521.3 Beyond the Bylaws: Emotional Intelligence in the Clerk's Office

Facilitators: Khaleah Bradshaw & Kourtney Cullors

**Session Description:** Emotional Intelligence (EQ) is more than just a buzzword—it's a leadership superpower. For Municipal Clerks, cultivating EQ can transform how you navigate the fast-paced, often high-pressure environment of local government. This interactive session will guide you through the five key components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—and connect them directly to the work you do every day. From managing stress during council meetings to strengthening relationships with elected officials, staff, and the public, you'll walk away with practical tools to handle challenges with confidence and composure. By deepening your EQ, you'll not only enhance your own effectiveness but also create a stronger, more collaborative environment for your entire organization.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize and strengthen the five core components of emotional intelligence.
2. Apply EQ strategies to manage stress and maintain balance in demanding situations.
3. Build stronger, trust-based relationships with elected officials, colleagues, and community members.
4. Navigate tough public interactions with empathy, professionalism, and grace.
5. Lead with influence and trust by using emotional intelligence to foster a more harmonious and productive governance environment.

Details are subject to change. For the most updated conference information, please visit [www.iimc.com/496/Education-Programs](http://www.iimc.com/496/Education-Programs).



## Conference Education Tracks

### Track 5

#### 0518.1 No More Crazy Policies: Effective Policy Making & Implementation

Facilitator: Eric Robinson

#### Session Description

Policies shape how local government operates and how citizens experience their community. For Municipal Clerks, understanding not only the policies themselves but also how roles, responsibilities, and organizational dynamics fit together is essential to influencing change. This session will take a practical look at how clerks can examine their municipality's current policies, evaluate their effectiveness, and draft meaningful improvements. By exploring both the internal functions of the organization and the broader political context, participants will strengthen their ability to guide policy development in ways that reflect community needs and expectations.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the mission and true function of their organization.
2. Clarify the importance of their role and the interconnected roles of others within the organization.
3. Discuss the significance of organizational policies and how they align with citizens' expectations.
4. Examine and evaluate their municipality's existing policies with a critical lens.
5. Develop and propose policy changes that enhance organizational effectiveness and community trust.

#### 0519.1 Off Script: Moving Beyond Making a Motion

Facilitators: Tisha Gieser & Emilia Sanchez

#### Session Description

Even the best-prepared agendas can't predict every twist and turn of a meeting. This intermediate-level parliamentary procedure session will equip Municipal Clerks with the tools to handle the unexpected with confidence. Using the engaging Jurassic Parliament approach—complete with dinosaur props to simplify complex concepts—you'll learn how to navigate tricky situations like amending motions, reconsidering decisions after a vote, postponing items, and choosing the right voting method. Through interactive practice, you'll sharpen your skills, strengthen your confidence, and leave ready to support smoother, more effective meetings in your municipality.

#### Learning Outcomes

*Participants will learn to:*

1. Correctly apply advanced motions such as reconsider, table, and postpone to a certain time.
2. Understand degrees of amendments and how to process them effectively.
3. Distinguish among different voting methods and apply the appropriate rules for each.



## Conference Education Tracks - Track 5 (continued)

### 0519.2 Not My Circus, Not My Monkey

Facilitator: Anne Uecker

#### Session Description

Every workplace encounters difficult personalities and dysfunctional team dynamics—but these challenges don't have to derail progress. For Municipal Clerks, learning to understand and work with these dynamics can turn potential conflict into an opportunity for stronger leadership and better outcomes. In this session, we'll explore why people exhibit "difficult" behaviors, how to recognize the different styles, and practical strategies for responding in ways that build trust and effectiveness. We'll also unpack the five common dysfunctions of teams and practice approaches to move everyone toward alignment and shared success. With the right tools, you can transform obstacles into opportunities for growth, collaboration, and stronger team performance.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the underlying characteristics that cause people to be perceived as difficult.
2. Apply tips and strategies for dealing effectively with challenging personalities.
3. Adapt leadership styles to better engage with and support difficult individuals.
4. Understand the five dysfunctions of teams and how to address them.
5. Foster alignment and positive outcomes even in the face of conflict.

### 0519.3 De-Escalating Disruptive Behaviors in Municipal Offices

Facilitator: Tina Barton

#### Session Description

Municipal offices nationwide are facing rising tensions, with staff increasingly encountering disruptive behaviors from the public. For Municipal Clerks, knowing how to remain calm and effective in these moments is critical—not only for personal safety but also for preserving public trust. In this interactive session, led by a former Clerk and current Co-Chair of the Committee for Safe and Secure Elections (CSSE), you'll learn practical de-escalation strategies designed specifically for high-stress encounters. Together, we'll explore how trauma, stress, and misunderstanding can influence behavior, and practice techniques that use body language, tone, and communication skills to defuse confrontations. Participants will engage in real-world scenarios and receive CSSE's "Four Steps to Working with Challenging Visitors and Disruptive Content Creators," a valuable take-home resource for navigating difficult interactions while maintaining transparency and professionalism.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize their own physiological and emotional responses during confrontations.
2. Apply body language, voice, and strategic communication techniques to de-escalate tense situations.
3. Respond effectively to disruptive visitors and content creators in municipal settings.
4. Practice de-escalation skills through real-world scenarios to build confidence and readiness.



## Conference Education Tracks - Track 5 (continued)

### 0520.1 Storytelling as a Municipal Superpower

Facilitator: **Stephanie Smith**

#### Session Description

Municipal Clerks are trusted with the facts, figures, and formalities that keep local government running—but it's the story behind the data that people remember. Whether presenting a staff report, onboarding a new Councilmember, writing agenda items, or educating the public, storytelling can transform information into impact. In this session, you'll learn practical techniques to make your communication more engaging, persuasive, and memorable—without ever losing accuracy or professionalism. Together we'll explore how to humanize government work, highlight impact, and frame information in ways that build trust with both colleagues and constituents. You'll leave with simple storytelling formulas, real-world examples, and renewed confidence that your words can truly lead.

#### Learning Outcomes

*Participants will learn to:*

1. Reframe storytelling as a leadership tool that shapes perception, fosters connection, and builds trust—even in bureaucratic contexts.
2. Apply the anatomy of a compelling story (character, conflict, resolution) to Clerk communications like staff reports, FAQs, and agenda items.
3. Transform data into dialogue by embedding meaning and human relevance into facts, deadlines, and statutes.
4. Adjust tone, voice, and framing to reduce defensiveness and increase buy-in with Council, staff, press, or the public.
5. Practice rewriting real Clerk content into short narratives that inform, engage, and connect.

### 0520.2 Stop the Minutes Madness AI & Tech for Productivity

Facilitator: **Chris Astrella**

#### Session Description

For many Municipal Clerks, taking minutes isn't exactly the favorite part of the job—but it doesn't have to be painful. In this interactive session, Chris will share the statutory requirements for minutes, provide real-world examples of best practices, and highlight technology and outsourcing options that can make the process easier and more efficient. You'll also hear from peers about what works in their offices, sparking new ideas you can adapt for your own municipality. Together, we'll reframe minutes not just as a task to get through, but as an opportunity to create accurate, professional records that reflect the work of your legislative body with clarity and confidence.

#### Learning Outcomes

*Participants will learn to:*

1. Understand the statutory requirements for minutes, with examples from multiple states.
2. Apply best practices for taking and organizing minutes in municipalities of all sizes.
3. Explore technology and outsourcing options to simplify and streamline minute taking.



## Conference Education Tracks - Track 5 (continued)

### 0520.3 The Right Call | Upgrading Workplace Decision Making Skills

Facilitator: Preethi Fernando

#### Session Description

Every day, Municipal Clerks make countless decisions—some routine, others carrying major consequences for their communities. The mindset that guides those choices is just as important as the choices themselves. This session explores the art and practice of decision making, offering tools to navigate crisis, uncertainty, and organizational change with clarity and confidence. Together, we'll discuss how to recognize when a situation calls for fast thinking versus slow reflection, how to recover when a wrong call has been made, and how to decide whose input belongs in the process (and whose doesn't). We'll also highlight how artificial intelligence can serve as a supportive tool in refining your thought process. By learning how to minimize stress and decision fatigue, you'll leave better equipped to make quality decisions that reduce "repair time" and increase trust in your leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Make strong, timely decisions during crises, uncertainty, and organizational change.
2. Minimize damage control, make course corrections, or step away when needed after a wrong decision.
3. Use artificial intelligence as a supportive guide in the decision-making process.
4. Distinguish between situations that require quick responses and those that benefit from deliberate reflection.
5. Determine whose input strengthens the decision process—and when to leave others out.
6. Refine the thought process and mindset that drive effective decision making.

### 0521.1 Fear and Flourish: Steps to a Braver You

Facilitator: Glenn Anderson

#### Session Description

Stepping into new territory—whether it's taking on additional responsibilities, leading in uncertain times, or speaking up in challenging situations—naturally brings fear. For Municipal Clerks, these moments can feel especially daunting, as the decisions you make often impact your entire community. This motivational session will help you recognize fear for what it is and learn how to move forward with confidence anyway. Together, we'll uncover the barriers that hold us back, practice practical techniques like "fear-setting," and build a personal confidence anchor you can rely on in stressful moments. By shifting from a place of hesitation to a place of strength, you'll discover how to transform fear into fuel for growth and leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Apply the confidence anchor method to manage fear in high-pressure situations.
2. Shift from pain to power by reframing how fear shows up in daily work.
3. Replace the fear of missing out (FOMO) with the joy of missing out (JOMO) for better clarity and balance.
4. Use the "no-lose" decision-making model to lead with less stress and more assurance.
5. Move from a fixed mindset to a growth mindset that supports resilience and adaptability.
6. Practice fear-setting as a powerful extension of goal setting.



## Conference Education Tracks - Track 5 (continued)

### 0521.2 Beyond the Bylaws: Emotional Intelligence in the Clerk's Office

Facilitators: Khaleah Bradshaw & Kourtney Cullors

#### Session Description

Emotional Intelligence (EQ) is more than just a buzzword—it's a leadership superpower. For Municipal Clerks, cultivating EQ can transform how you navigate the fast-paced, often high-pressure environment of local government. This interactive session will guide you through the five key components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—and connect them directly to the work you do every day. From managing stress during council meetings to strengthening relationships with elected officials, staff, and the public, you'll walk away with practical tools to handle challenges with confidence and composure. By deepening your EQ, you'll not only enhance your own effectiveness but also create a stronger, more collaborative environment for your entire organization.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize and strengthen the five core components of emotional intelligence.
2. Apply EQ strategies to manage stress and maintain balance in demanding situations.
3. Build stronger, trust-based relationships with elected officials, colleagues, and community members.
4. Navigate tough public interactions with empathy, professionalism, and grace.
5. Lead with influence and trust by using emotional intelligence to foster a more harmonious and productive governance environment.

### 0521.3 Quick Tips for AI Productivity

Facilitator: Dean Randall

#### Session Description

AI is no longer on the horizon—it's here, and it's changing how work gets done in real time. This session offers a hands-on look at how Municipal Clerks can use today's AI tools to simplify daily tasks and boost efficiency. You'll see how features like Microsoft Copilot integrate seamlessly with Word, Excel, and PowerPoint to draft documents, summarize messages, and streamline projects, and how similar tools are now appearing in Google Workspace. We'll also explore creative uses like generating images or refining the tone of communications to be more professional and polished. Alongside the opportunities, you'll learn practical safeguards and "watch outs" to ensure accuracy and reduce risks. Walk away with a clear understanding of what AI can (and can't) do—and how you can start putting it to work for you and your team today.

#### Learning Outcomes

*Participants will learn to:*

1. Use AI to draft, summarize, and refine documents, emails, and messages with speed and accuracy.
2. Explore how Copilot enhances productivity directly within Word, Excel, and PowerPoint.
3. Discover parallel AI functions available in Google Workspace.
4. Apply AI for task planning, project coordination, and communication improvements.
5. Identify important safeguards and "watch outs" to use AI tools responsibly and effectively.

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## Conference Education Tracks

### Track 6

#### **0518.1 Stop the Minutes Madness AI & Tech for Productivity**

**Facilitator:** Chris Astrella

**Session Description:** For many Municipal Clerks, taking minutes isn't exactly the favorite part of the job—but it doesn't have to be painful. In this interactive session, Chris will share the statutory requirements for minutes, provide real-world examples of best practices, and highlight technology and outsourcing options that can make the process easier and more efficient. You'll also hear from peers about what works in their offices, sparking new ideas you can adapt for your own municipality. Together, we'll reframe minutes not just as a task to get through, but as an opportunity to create accurate, professional records that reflect the work of your legislative body with clarity and confidence.

#### **Learning Outcomes**

*Participants will learn to:*

1. Understand the statutory requirements for minutes, with examples from multiple states.
2. Apply best practices for taking and organizing minutes in municipalities of all sizes.
3. Explore technology and outsourcing options to simplify and streamline minute taking.

#### **0519.1 Not My Circus, Not My Monkey**

**Facilitator:** Anne Uecker

#### **Session Description**

Every workplace encounters difficult personalities and dysfunctional team dynamics—but these challenges don't have to derail progress. For Municipal Clerks, learning to understand and work with these dynamics can turn potential conflict into an opportunity for stronger leadership and better outcomes. In this session, we'll explore why people exhibit "difficult" behaviors, how to recognize the different styles, and practical strategies for responding in ways that build trust and effectiveness. We'll also unpack the five common dysfunctions of teams and practice approaches to move everyone toward alignment and shared success. With the right tools, you can transform obstacles into opportunities for growth, collaboration, and stronger team performance.

#### **Learning Outcomes**

*Participants will learn to:*

1. Identify the underlying characteristics that cause people to be perceived as difficult.
2. Apply tips and strategies for dealing effectively with challenging personalities.
3. Adapt leadership styles to better engage with and support difficult individuals.
4. Understand the five dysfunctions of teams and how to address them.
5. Foster alignment and positive outcomes even in the face of conflict.



## Conference Education Tracks - Track 6 (continued)

### 0519.2 De-Escalating Disruptive Behaviors in Municipal Offices

Facilitator: Tina Barton

#### Session Description

Municipal offices nationwide are facing rising tensions, with staff increasingly encountering disruptive behaviors from the public. For Municipal Clerks, knowing how to remain calm and effective in these moments is critical—not only for personal safety but also for preserving public trust. In this interactive session, led by a former Clerk and current Co-Chair of the Committee for Safe and Secure Elections (CSSE), you'll learn practical de-escalation strategies designed specifically for high-stress encounters. Together, we'll explore how trauma, stress, and misunderstanding can influence behavior, and practice techniques that use body language, tone, and communication skills to defuse confrontations. Participants will engage in real-world scenarios and receive CSSE's "Four Steps to Working with Challenging Visitors and Disruptive Content Creators," a valuable take-home resource for navigating difficult interactions while maintaining transparency and professionalism.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize their own physiological and emotional responses during confrontations.
2. Apply body language, voice, and strategic communication techniques to de-escalate tense situations.
3. Respond effectively to disruptive visitors and content creators in municipal settings.
4. Practice de-escalation skills through real-world scenarios to build confidence and readiness.

### 0519.3 Storytelling as a Municipal Superpower

Facilitator: Stephanie Smith

#### Session Description

Municipal Clerks are trusted with the facts, figures, and formalities that keep local government running—but it's the story behind the data that people remember. Whether presenting a staff report, onboarding a new Councilmember, writing agenda items, or educating the public, storytelling can transform information into impact. In this session, you'll learn practical techniques to make your communication more engaging, persuasive, and memorable—without ever losing accuracy or professionalism. Together we'll explore how to humanize government work, highlight impact, and frame information in ways that build trust with both colleagues and constituents. You'll leave with simple storytelling formulas, real-world examples, and renewed confidence that your words can truly lead.

#### Learning Outcomes

*Participants will learn to:*

1. Reframe storytelling as a leadership tool that shapes perception, fosters connection, and builds trust—even in bureaucratic contexts.
2. Apply the anatomy of a compelling story (character, conflict, resolution) to Clerk communications like staff reports, FAQs, and agenda items.
3. Transform data into dialogue by embedding meaning and human relevance into facts, deadlines, and statutes.
4. Adjust tone, voice, and framing to reduce defensiveness and increase buy-in with Council, staff, press, or the public.
5. Practice rewriting real Clerk content into short narratives that inform, engage, and connect.



## Conference Education Tracks - Track 6 (continued)

### 0520.1 Off Script: Moving Beyond Making a Motion

Facilitators: Tisha Gieser & Emilia Sanchez

#### Session Description

Even the best-prepared agendas can't predict every twist and turn of a meeting. This intermediate-level parliamentary procedure session will equip Municipal Clerks with the tools to handle the unexpected with confidence. Using the engaging Jurassic Parliament approach—complete with dinosaur props to simplify complex concepts—you'll learn how to navigate tricky situations like amending motions, reconsidering decisions after a vote, postponing items, and choosing the right voting method. Through interactive practice, you'll sharpen your skills, strengthen your confidence, and leave ready to support smoother, more effective meetings in your municipality.

#### Learning Outcomes

*Participants will learn to:*

1. Correctly apply advanced motions such as reconsider, table, and postpone to a certain time.
2. Understand degrees of amendments and how to process them effectively.
3. Distinguish among different voting methods and apply the appropriate rules for each.

### 0520.2 The Right Call | Upgrading Workplace Decision Making Skills

Facilitator: Preethi Fernando

**Session Description:** Every day, Municipal Clerks make countless decisions—some routine, others carrying major consequences for their communities. The mindset that guides those choices is just as important as the choices themselves. This session explores the art and practice of decision making, offering tools to navigate crisis, uncertainty, and organizational change with clarity and confidence. Together, we'll discuss how to recognize when a situation calls for fast thinking versus slow reflection, how to recover when a wrong call has been made, and how to decide whose input belongs in the process (and whose doesn't). We'll also highlight how artificial intelligence can serve as a supportive tool in refining your thought process. By learning how to minimize stress and decision fatigue, you'll leave better equipped to make quality decisions that reduce "repair time" and increase trust in your leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Make strong, timely decisions during crises, uncertainty, and organizational change.
2. Minimize damage control, make course corrections, or step away when needed after a wrong decision.
3. Use artificial intelligence as a supportive guide in the decision-making process.
4. Distinguish between situations that require quick responses and those that benefit from deliberate reflection.
5. Determine whose input strengthens the decision process—and when to leave others out.
6. Refine the thought process and mindset that drive effective decision making.



## Conference Education Tracks - Track 6 (continued)

### 0520.3 Fear and Flourish: Steps to a Braver You

Facilitator: Glenn Anderson

#### Session Description

Stepping into new territory—whether it's taking on additional responsibilities, leading in uncertain times, or speaking up in challenging situations—naturally brings fear. For Municipal Clerks, these moments can feel especially daunting, as the decisions you make often impact your entire community. This motivational session will help you recognize fear for what it is and learn how to move forward with confidence anyway. Together, we'll uncover the barriers that hold us back, practice practical techniques like “fear-setting,” and build a personal confidence anchor you can rely on in stressful moments. By shifting from a place of hesitation to a place of strength, you'll discover how to transform fear into fuel for growth and leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Apply the confidence anchor method to manage fear in high-pressure situations.
2. Shift from pain to power by reframing how fear shows up in daily work.
3. Replace the fear of missing out (FOMO) with the joy of missing out (JOMO) for better clarity and balance.
4. Use the “no-lose” decision-making model to lead with less stress and more assurance.
5. Move from a fixed mindset to a growth mindset that supports resilience and adaptability.
6. Practice fear-setting as a powerful extension of goal setting.

### 0521.1 Beyond the Bylaws: Emotional Intelligence in the Clerk's Office

Facilitators: Khaleah Bradshaw & Kourtney Cullors

#### Session Description

Emotional Intelligence (EQ) is more than just a buzzword—it's a leadership superpower. For Municipal Clerks, cultivating EQ can transform how you navigate the fast-paced, often high-pressure environment of local government. This interactive session will guide you through the five key components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—and connect them directly to the work you do every day. From managing stress during council meetings to strengthening relationships with elected officials, staff, and the public, you'll walk away with practical tools to handle challenges with confidence and composure. By deepening your EQ, you'll not only enhance your own effectiveness but also create a stronger, more collaborative environment for your entire organization.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize and strengthen the five core components of emotional intelligence.
2. Apply EQ strategies to manage stress and maintain balance in demanding situations.
3. Build stronger, trust-based relationships with elected officials, colleagues, and community members.
4. Navigate tough public interactions with empathy, professionalism, and grace.
5. Lead with influence and trust by using emotional intelligence to foster a more harmonious and productive governance environment.



## Conference Education Tracks - Track 6 (continued)

### 0521.3 Quick Tips for AI Productivity

Facilitator: Dean Randall

#### Session Description

AI is no longer on the horizon—it's here, and it's changing how work gets done in real time. This session offers a hands-on look at how Municipal Clerks can use today's AI tools to simplify daily tasks and boost efficiency. You'll see how features like Microsoft Copilot integrate seamlessly with Word, Excel, and PowerPoint to draft documents, summarize messages, and streamline projects, and how similar tools are now appearing in Google Workspace. We'll also explore creative uses like generating images or refining the tone of communications to be more professional and polished. Alongside the opportunities, you'll learn practical safeguards and "watch outs" to ensure accuracy and reduce risks. Walk away with a clear understanding of what AI can (and can't) do—and how you can start putting it to work for you and your team today.

#### Learning Outcomes

*Participants will learn to:*

1. Use AI to draft, summarize, and refine documents, emails, and messages with speed and accuracy.
2. Explore how Copilot enhances productivity directly within Word, Excel, and PowerPoint.
3. Discover parallel AI functions available in Google Workspace.
4. Apply AI for task planning, project coordination, and communication improvements.
5. Identify important safeguards and "watch outs" to use AI tools responsibly and effectively.

### 0521.3 No More Crazy Policies: Effective Policy Making & Implementation

Facilitator: Eric Robinson

#### Session Description

Policies shape how local government operates and how citizens experience their community. For Municipal Clerks, understanding not only the policies themselves but also how roles, responsibilities, and organizational dynamics fit together is essential to influencing change. This session will take a practical look at how clerks can examine their municipality's current policies, evaluate their effectiveness, and draft meaningful improvements. By exploring both the internal functions of the organization and the broader political context, participants will strengthen their ability to guide policy development in ways that reflect community needs and expectations.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the mission and true function of their organization.
2. Clarify the importance of their role and the interconnected roles of others within the organization.
3. Discuss the significance of organizational policies and how they align with citizens' expectations.
4. Examine and evaluate their municipality's existing policies with a critical lens.
5. Develop and propose policy changes that enhance organizational effectiveness and community trust.

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## Conference Education Tracks

### Track 7

#### 0518.1 Not My Circus, Not My Monkey

Facilitator: Anne Uecker

#### Session Description

Every workplace encounters difficult personalities and dysfunctional team dynamics—but these challenges don't have to derail progress. For Municipal Clerks, learning to understand and work with these dynamics can turn potential conflict into an opportunity for stronger leadership and better outcomes. In this session, we'll explore why people exhibit "difficult" behaviors, how to recognize the different styles, and practical strategies for responding in ways that build trust and effectiveness. We'll also unpack the five common dysfunctions of teams and practice approaches to move everyone toward alignment and shared success. With the right tools, you can transform obstacles into opportunities for growth, collaboration, and stronger team performance.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the underlying characteristics that cause people to be perceived as difficult.
2. Apply tips and strategies for dealing effectively with challenging personalities.
3. Adapt leadership styles to better engage with and support difficult individuals.
4. Understand the five dysfunctions of teams and how to address them.
5. Foster alignment and positive outcomes even in the face of conflict.

#### 0519.1 De-Escalating Disruptive Behaviors in Municipal Offices

Facilitator: Tina Barton

#### Session Description

Municipal offices nationwide are facing rising tensions, with staff increasingly encountering disruptive behaviors from the public. For Municipal Clerks, knowing how to remain calm and effective in these moments is critical—not only for personal safety but also for preserving public trust. In this interactive session, led by a former Clerk and current Co-Chair of the Committee for Safe and Secure Elections (CSSE), you'll learn practical de-escalation strategies designed specifically for high-stress encounters. Together, we'll explore how trauma, stress, and misunderstanding can influence behavior, and practice techniques that use body language, tone, and communication skills to defuse confrontations. Participants will engage in real-world scenarios and receive CSSE's "Four Steps to Working with Challenging Visitors and Disruptive Content Creators," a valuable take-home resource for navigating difficult interactions while maintaining transparency and professionalism.



## Conference Education Tracks - Track 7 (continued)

### Learning Outcomes

*Participants will learn to:*

1. Recognize their own physiological and emotional responses during confrontations.
2. Apply body language, voice, and strategic communication techniques to de-escalate tense situations.
3. Respond effectively to disruptive visitors and content creators in municipal settings.
4. Practice de-escalation skills through real-world scenarios to build confidence and readiness.

### 0519.2 Storytelling as a Municipal Superpower

Facilitator: Stephanie Smith

#### Session Description

Municipal Clerks are trusted with the facts, figures, and formalities that keep local government running—but it's the story behind the data that people remember. Whether presenting a staff report, onboarding a new Councilmember, writing agenda items, or educating the public, storytelling can transform information into impact. In this session, you'll learn practical techniques to make your communication more engaging, persuasive, and memorable—without ever losing accuracy or professionalism. Together we'll explore how to humanize government work, highlight impact, and frame information in ways that build trust with both colleagues and constituents. You'll leave with simple storytelling formulas, real-world examples, and renewed confidence that your words can truly lead.

#### Learning Outcomes

*Participants will learn to:*

1. Reframe storytelling as a leadership tool that shapes perception, fosters connection, and builds trust—even in bureaucratic contexts.
2. Apply the anatomy of a compelling story (character, conflict, resolution) to Clerk communications like staff reports, FAQs, and agenda items.
3. Transform data into dialogue by embedding meaning and human relevance into facts, deadlines, and statutes.
4. Adjust tone, voice, and framing to reduce defensiveness and increase buy-in with Council, staff, press, or the public.
5. Practice rewriting real Clerk content into short narratives that inform, engage, and connect.



## Conference Education Tracks - Track 7 (continued)

### 0519.3 Stop the Minutes Madness AI & Tech for Productivity

Facilitator: Chris Astrella

#### Session Description

For many Municipal Clerks, taking minutes isn't exactly the favorite part of the job—but it doesn't have to be painful. In this interactive session, Chris will share the statutory requirements for minutes, provide real-world examples of best practices, and highlight technology and outsourcing options that can make the process easier and more efficient. You'll also hear from peers about what works in their offices, sparking new ideas you can adapt for your own municipality. Together, we'll reframe minutes not just as a task to get through, but as an opportunity to create accurate, professional records that reflect the work of your legislative body with clarity and confidence.

#### Learning Outcomes

*Participants will learn to:*

1. Understand the statutory requirements for minutes, with examples from multiple states.
2. Apply best practices for taking and organizing minutes in municipalities of all sizes.
3. Explore technology and outsourcing options to simplify and streamline minute taking.

### 0520.1 The Right Call | Upgrading Workplace Decision Making Skills

Facilitator: Preethi Fernando

#### Session Description

Every day, Municipal Clerks make countless decisions—some routine, others carrying major consequences for their communities. The mindset that guides those choices is just as important as the choices themselves. This session explores the art and practice of decision making, offering tools to navigate crisis, uncertainty, and organizational change with clarity and confidence. Together, we'll discuss how to recognize when a situation calls for fast thinking versus slow reflection, how to recover when a wrong call has been made, and how to decide whose input belongs in the process (and whose doesn't). We'll also highlight how artificial intelligence can serve as a supportive tool in refining your thought process. By learning how to minimize stress and decision fatigue, you'll leave better equipped to make quality decisions that reduce "repair time" and increase trust in your leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Make strong, timely decisions during crises, uncertainty, and organizational change.
2. Minimize damage control, make course corrections, or step away when needed after a wrong decision.
3. Use artificial intelligence as a supportive guide in the decision-making process.
4. Distinguish between situations that require quick responses and those that benefit from deliberate reflection.
5. Determine whose input strengthens the decision process—and when to leave others out.
6. Refine the thought process and mindset that drive effective decision making.



## Conference Education Tracks - Track 7 (continued)

### 0520.2 Fear and Flourish: Steps to a Braver You

Facilitator: Glenn Anderson

#### Session Description

Stepping into new territory—whether it's taking on additional responsibilities, leading in uncertain times, or speaking up in challenging situations—naturally brings fear. For Municipal Clerks, these moments can feel especially daunting, as the decisions you make often impact your entire community. This motivational session will help you recognize fear for what it is and learn how to move forward with confidence anyway. Together, we'll uncover the barriers that hold us back, practice practical techniques like “fear-setting,” and build a personal confidence anchor you can rely on in stressful moments. By shifting from a place of hesitation to a place of strength, you'll discover how to transform fear into fuel for growth and leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Apply the confidence anchor method to manage fear in high-pressure situations.
2. Shift from pain to power by reframing how fear shows up in daily work.
3. Replace the fear of missing out (FOMO) with the joy of missing out (JOMO) for better clarity and balance.
4. Use the “no-lose” decision-making model to lead with less stress and more assurance.
5. Move from a fixed mindset to a growth mindset that supports resilience and adaptability.
6. Practice fear-setting as a powerful extension of goal setting.

### 0520.3 Beyond the Bylaws: Emotional Intelligence in the Clerk's Off

Facilitators: Khaleah Bradshaw & Kourtney Cullors

#### Session Description

Emotional Intelligence (EQ) is more than just a buzzword—it's a leadership superpower. For Municipal Clerks, cultivating EQ can transform how you navigate the fast-paced, often high-pressure environment of local government. This interactive session will guide you through the five key components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—and connect them directly to the work you do every day. From managing stress during council meetings to strengthening relationships with elected officials, staff, and the public, you'll walk away with practical tools to handle challenges with confidence and composure. By deepening your EQ, you'll not only enhance your own effectiveness but also create a stronger, more collaborative environment for your entire organization.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize and strengthen the five core components of emotional intelligence.
2. Apply EQ strategies to manage stress and maintain balance in demanding situations.
3. Build stronger, trust-based relationships with elected officials, colleagues, and community members.
4. Navigate tough public interactions with empathy, professionalism, and grace.
5. Lead with influence and trust by using emotional intelligence to foster a more harmonious and productive governance environment.



## Conference Education Tracks - Track 7 (continued)

### 0521.1 Quick Tips for AI Productivity

Facilitator: Dean Randall

#### Session Description

AI is no longer on the horizon—it's here, and it's changing how work gets done in real time. This session offers a hands-on look at how Municipal Clerks can use today's AI tools to simplify daily tasks and boost efficiency. You'll see how features like Microsoft Copilot integrate seamlessly with Word, Excel, and PowerPoint to draft documents, summarize messages, and streamline projects, and how similar tools are now appearing in Google Workspace. We'll also explore creative uses like generating images or refining the tone of communications to be more professional and polished. Alongside the opportunities, you'll learn practical safeguards and "watch outs" to ensure accuracy and reduce risks. Walk away with a clear understanding of what AI can (and can't) do—and how you can start putting it to work for you and your team today.

#### Learning Outcomes

*Participants will learn to:*

1. Use AI to draft, summarize, and refine documents, emails, and messages with speed and accuracy.
2. Explore how Copilot enhances productivity directly within Word, Excel, and PowerPoint.
3. Discover parallel AI functions available in Google Workspace.
4. Apply AI for task planning, project coordination, and communication improvements.
5. Identify important safeguards and "watch outs" to use AI tools responsibly and effectively.

### 0521.2 No More Crazy Policies: Effective Policy Making & Implementation

Facilitator: Eric Robinson

#### Session Description

Policies shape how local government operates and how citizens experience their community. For Municipal Clerks, understanding not only the policies themselves but also how roles, responsibilities, and organizational dynamics fit together is essential to influencing change. This session will take a practical look at how clerks can examine their municipality's current policies, evaluate their effectiveness, and draft meaningful improvements. By exploring both the internal functions of the organization and the broader political context, participants will strengthen their ability to guide policy development in ways that reflect community needs and expectations.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the mission and true function of their organization.
2. Clarify the importance of their role and the interconnected roles of others within the organization.
3. Discuss the significance of organizational policies and how they align with citizens' expectations.
4. Examine and evaluate their municipality's existing policies with a critical lens.
5. Develop and propose policy changes that enhance organizational effectiveness and community trust.



## Conference Education Tracks - Track 7 (continued)

### 0521.3 Off Script: Moving Beyond Making a Motion

Facilitators: Tisha Gieser & Emilia Sanchez

#### Session Description

Even the best-prepared agendas can't predict every twist and turn of a meeting. This intermediate-level parliamentary procedure session will equip Municipal Clerks with the tools to handle the unexpected with confidence. Using the engaging Jurassic Parliament approach—complete with dinosaur props to simplify complex concepts—you'll learn how to navigate tricky situations like amending motions, reconsidering decisions after a vote, postponing items, and choosing the right voting method. Through interactive practice, you'll sharpen your skills, strengthen your confidence, and leave ready to support smoother, more effective meetings in your municipality.

#### Learning Outcomes

*Participants will learn to:*

1. Correctly apply advanced motions such as reconsider, table, and postpone to a certain time.
2. Understand degrees of amendments and how to process them effectively.
3. Distinguish among different voting methods and apply the appropriate rules for each.

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## Conference Education Tracks

### Track 8

#### 0518.1 De-Escalating Disruptive Behaviors in Municipal Offices

Facilitator: Tina Barton

**Session Description:** Municipal offices nationwide are facing rising tensions, with staff increasingly encountering disruptive behaviors from the public. For Municipal Clerks, knowing how to remain calm and effective in these moments is critical—not only for personal safety but also for preserving public trust. In this interactive session, led by a former Clerk and current Co-Chair of the Committee for Safe and Secure Elections (CSSE), you'll learn practical de-escalation strategies designed specifically for high-stress encounters. Together, we'll explore how trauma, stress, and misunderstanding can influence behavior, and practice techniques that use body language, tone, and communication skills to defuse confrontations. Participants will engage in real-world scenarios and receive CSSE's "Four Steps to Working with Challenging Visitors and Disruptive Content Creators," a valuable take-home resource for navigating difficult interactions while maintaining transparency and professionalism.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize their own physiological and emotional responses during confrontations.
2. Apply body language, voice, and strategic communication techniques to de-escalate tense situations.
3. Respond effectively to disruptive visitors and content creators in municipal settings.
4. Practice de-escalation skills through real-world scenarios to build confidence and readiness.



## Conference Education Tracks - Track 8 (continued)

### 0519.1 Storytelling as a Municipal Superpower

Facilitator: Stephanie Smith

#### Session Description

Municipal Clerks are trusted with the facts, figures, and formalities that keep local government running—but it's the story behind the data that people remember. Whether presenting a staff report, onboarding a new Councilmember, writing agenda items, or educating the public, storytelling can transform information into impact. In this session, you'll learn practical techniques to make your communication more engaging, persuasive, and memorable—without ever losing accuracy or professionalism. Together we'll explore how to humanize government work, highlight impact, and frame information in ways that build trust with both colleagues and constituents. You'll leave with simple storytelling formulas, real-world examples, and renewed confidence that your words can truly lead.

*Participants will learn to:*

1. Reframe storytelling as a leadership tool that shapes perception, fosters connection, and builds trust—even in bureaucratic contexts.
2. Apply the anatomy of a compelling story (character, conflict, resolution) to Clerk communications like staff reports, FAQs, and agenda items.
3. Transform data into dialogue by embedding meaning and human relevance into facts, deadlines, and statutes.
4. Adjust tone, voice, and framing to reduce defensiveness and increase buy-in with Council, staff, press, or the public.
5. Practice rewriting real Clerk content into short narratives that inform, engage, and connect.

### 0519.2 Stop the Minutes Madness AI & Tech for Productivity

Facilitator: Chris Astrella

#### Session Description:

For many Municipal Clerks, taking minutes isn't exactly the favorite part of the job—but it doesn't have to be painful. In this interactive session, Chris will share the statutory requirements for minutes, provide real-world examples of best practices, and highlight technology and outsourcing options that can make the process easier and more efficient. You'll also hear from peers about what works in their offices, sparking new ideas you can adapt for your own municipality. Together, we'll reframe minutes not just as a task to get through, but as an opportunity to create accurate, professional records that reflect the work of your legislative body with clarity and confidence.

#### Learning Outcomes

*Participants will learn to:*

1. Understand the statutory requirements for minutes, with examples from multiple states.
2. Apply best practices for taking and organizing minutes in municipalities of all sizes.
3. Explore technology and outsourcing options to simplify and streamline minute taking.



## Conference Education Tracks - Track 8 (continued)

### 0519.3 The Right Call | Upgrading Workplace Decision Making Skills

Facilitator: Preethi Fernando

#### Session Description

Every day, Municipal Clerks make countless decisions—some routine, others carrying major consequences for their communities. The mindset that guides those choices is just as important as the choices themselves. This session explores the art and practice of decision making, offering tools to navigate crisis, uncertainty, and organizational change with clarity and confidence. Together, we'll discuss how to recognize when a situation calls for fast thinking versus slow reflection, how to recover when a wrong call has been made, and how to decide whose input belongs in the process (and whose doesn't). We'll also highlight how artificial intelligence can serve as a supportive tool in refining your thought process. By learning how to minimize stress and decision fatigue, you'll leave better equipped to make quality decisions that reduce "repair time" and increase trust in your leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Make strong, timely decisions during crises, uncertainty, and organizational change.
2. Minimize damage control, make course corrections, or step away when needed after a wrong decision.
3. Use artificial intelligence as a supportive guide in the decision-making process.
4. Distinguish between situations that require quick responses and those that benefit from deliberate reflection.
5. Determine whose input strengthens the decision process—and when to leave others out.
6. Refine the thought process and mindset that drive effective decision making.

### 0520.1 Fear and Flourish: Steps to a Braver You

Facilitator: Glenn Anderson

#### Session Description

Stepping into new territory—whether it's taking on additional responsibilities, leading in uncertain times, or speaking up in challenging situations—naturally brings fear. For Municipal Clerks, these moments can feel especially daunting, as the decisions you make often impact your entire community. This motivational session will help you recognize fear for what it is and learn how to move forward with confidence anyway. Together, we'll uncover the barriers that hold us back, practice practical techniques like "fear-setting," and build a personal confidence anchor you can rely on in stressful moments. By shifting from a place of hesitation to a place of strength, you'll discover how to transform fear into fuel for growth and leadership.

#### Learning Outcomes

*Participants will learn to:*

1. Apply the confidence anchor method to manage fear in high-pressure situations.
2. Shift from pain to power by reframing how fear shows up in daily work.
3. Replace the fear of missing out (FOMO) with the joy of missing out (JOMO) for better clarity and balance.
4. Use the "no-lose" decision-making model to lead with less stress and more assurance.
5. Move from a fixed mindset to a growth mindset that supports resilience and adaptability.
6. Practice fear-setting as a powerful extension of goal setting.



## Conference Education Tracks - Track 8 (continued)

### 0520.2 Beyond the Bylaws: Emotional Intelligence in the Clerk's Office

Facilitators: Khaleah Bradshaw & Kourtney Cullors

#### Session Description

Emotional Intelligence (EQ) is more than just a buzzword—it's a leadership superpower. For Municipal Clerks, cultivating EQ can transform how you navigate the fast-paced, often high-pressure environment of local government. This interactive session will guide you through the five key components of emotional intelligence—self-awareness, self-regulation, motivation, empathy, and social skills—and connect them directly to the work you do every day. From managing stress during council meetings to strengthening relationships with elected officials, staff, and the public, you'll walk away with practical tools to handle challenges with confidence and composure. By deepening your EQ, you'll not only enhance your own effectiveness but also create a stronger, more collaborative environment for your entire organization.

#### Learning Outcomes

*Participants will learn to:*

1. Recognize and strengthen the five core components of emotional intelligence.
2. Apply EQ strategies to manage stress and maintain balance in demanding situations.
3. Build stronger, trust-based relationships with elected officials, colleagues, and community members.
4. Navigate tough public interactions with empathy, professionalism, and grace.
5. Lead with influence and trust by using emotional intelligence to foster a more harmonious and productive governance environment.

### 0520.3 Quick Tips for AI Productivity

Facilitator: Dean Randall

#### Session Description

AI is no longer on the horizon—it's here, and it's changing how work gets done in real time. This session offers a hands-on look at how Municipal Clerks can use today's AI tools to simplify daily tasks and boost efficiency. You'll see how features like Microsoft Copilot integrate seamlessly with Word, Excel, and PowerPoint to draft documents, summarize messages, and streamline projects, and how similar tools are now appearing in Google Workspace. We'll also explore creative uses like generating images or refining the tone of communications to be more professional and polished. Alongside the opportunities, you'll learn practical safeguards and "watch outs" to ensure accuracy and reduce risks. Walk away with a clear understanding of what AI can (and can't) do—and how you can start putting it to work for you and your team today.

#### Learning Outcomes

*Participants will learn to:*

1. Use AI to draft, summarize, and refine documents, emails, and messages with speed and accuracy.
2. Explore how Copilot enhances productivity directly within Word, Excel, and PowerPoint.
3. Discover parallel AI functions available in Google Workspace.
4. Apply AI for task planning, project coordination, and communication improvements.
5. Identify important safeguards and "watch outs" to use AI tools responsibly and effectively.



## Conference Education Tracks - Track 8 (continued)

### 0521.1 No More Crazy Policies: Effective Policy Making & Implementation

Facilitator: Eric Robinson

**Session Description:** Policies shape how local government operates and how citizens experience their community. For Municipal Clerks, understanding not only the policies themselves but also how roles, responsibilities, and organizational dynamics fit together is essential to influencing change. This session will take a practical look at how clerks can examine their municipality's current policies, evaluate their effectiveness, and draft meaningful improvements. By exploring both the internal functions of the organization and the broader political context, participants will strengthen their ability to guide policy development in ways that reflect community needs and expectations.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the mission and true function of their organization.
2. Clarify the importance of their role and the interconnected roles of others within the organization.
3. Discuss the significance of organizational policies and how they align with citizens' expectations.
4. Examine and evaluate their municipality's existing policies with a critical lens.
5. Develop and propose policy changes that enhance organizational effectiveness and community trust.

### 0521.2 Off Script: Moving Beyond Making a Motion

Facilitators: Tisha Gieser & Emilia Sanchez

#### Session Description

Even the best-prepared agendas can't predict every twist and turn of a meeting. This intermediate-level parliamentary procedure session will equip Municipal Clerks with the tools to handle the unexpected with confidence. Using the engaging Jurassic Parliament approach—complete with dinosaur props to simplify complex concepts—you'll learn how to navigate tricky situations like amending motions, reconsidering decisions after a vote, postponing items, and choosing the right voting method. Through interactive practice, you'll sharpen your skills, strengthen your confidence, and leave ready to support smoother, more effective meetings in your municipality.

#### Learning Outcomes

*Participants will learn to:*

1. Correctly apply advanced motions such as reconsider, table, and postpone to a certain time.
2. Understand degrees of amendments and how to process them effectively.
3. Distinguish among different voting methods and apply the appropriate rules for each.



## Conference Education Tracks - Track 8 (continued)

### 0521.3 Not My Circus, Not My Monkey

Facilitator: Anne Uecker

**Session Description:** Every workplace encounters difficult personalities and dysfunctional team dynamics—but these challenges don't have to derail progress. For Municipal Clerks, learning to understand and work with these dynamics can turn potential conflict into an opportunity for stronger leadership and better outcomes. In this session, we'll explore why people exhibit "difficult" behaviors, how to recognize the different styles, and practical strategies for responding in ways that build trust and effectiveness. We'll also unpack the five common dysfunctions of teams and practice approaches to move everyone toward alignment and shared success. With the right tools, you can transform obstacles into opportunities for growth, collaboration, and stronger team performance.

#### Learning Outcomes

*Participants will learn to:*

1. Identify the underlying characteristics that cause people to be perceived as difficult.
2. Apply tips and strategies for dealing effectively with challenging personalities.
3. Adapt leadership styles to better engage with and support difficult individuals.
4. Understand the five dysfunctions of teams and how to address them.
5. Foster alignment and positive outcomes even in the face of conflict.

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