

CONFERENCE EDUCATION SCHEDULE*

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 On Your Own	CMC/MMC Q&A with Dr. Jai 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
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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, session details, and exact times are subject to change.

CONFERENCE EDUCATION TRACKS

Track One

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.

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.

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.

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.

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.

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.

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Track Two

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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.

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.

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>.

Track Four

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.

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.

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.

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.

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.

0521.3 **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.

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Track Five

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.

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.

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.

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.

0521.2 **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.

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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Track Six

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.

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.

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.

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 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.

0521.2 **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.

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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Track Seven

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.

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.

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.

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.

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.

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Participants will learn to:

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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.

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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Track Eight

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.
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Facilitator: Stephanie Smith

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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.

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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.

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Learning Outcomes

Participants will learn to:

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3. Use artificial intelligence as a supportive guide in the decision-making process.
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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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