



5 Slots Available To Non-BSO Public Sector Employees



2009 CALENDAR OF PROFESSIONAL DEVELOPMENT AND MANAGEMENT TRAINING

Class Locations:

Day Reporting, Department of Community Control: 2201 West Sample Road, Bldg. 8, Suite 3C, Pompano Beach, 33073

Cooper City: 10580 Stirling Road, Cooper City, 33024

MARCH			
10	8:30 a.m. – 4:30 p.m.	Conflict Without Controversy	Cooper City
11	8:30 a.m. – 12:00 p.m.	Cultural and Generational Diversity	Cooper City
11	1:00 p.m. – 4:30 p.m.	Effective Listening Skills	Cooper City
12	8:30 a.m. – 4:30 p.m.	Reader Centered Writing	Cooper City
17	8:30 a.m. – 4:30 p.m.	Legal Issues for Public Managers*	Cooper City
APRIL			
15	8:30 a.m. -12:30 p.m.	Your Memory at Work	Cooper City
MAY			
12	8:30 a.m. – 4:30 p.m.	Reader Centered Writing	Day Reporting
13	8:30 a.m. – 4:30 p.m.	Conflict Without Controversy	Cooper City
14	8:30 a.m. – 12:00 p.m.	Cultural and Generational Diversity	Day Reporting
14	1:00 p.m. – 4:30 p.m.	Effective Listening Skills	Day Reporting
JUNE			
3	8:30 a.m. – 4:30 p.m.	Manager’s Motivational Toolkit*	Cooper City
JULY			
14	8:30 a.m. – 12:00 p.m.	Cultural and Generational Diversity	Cooper City
14	1:00 p.m. – 4:30 p.m.	Effective Listening Skills	Cooper City
15	8:30 a.m. – 4:30 p.m.	Reader Centered Writing	Cooper City
16	8:30 a.m. – 4:30 p.m.	Conflict Without Controversy	Day Reporting
30	8:30 a.m. -12:30 p.m.	Your Memory at Work	Day Reporting
AUGUST			
6	8:30 a.m. – 4:30 p.m.	Manager’s Motivational Toolkit*	Day Reporting
SEPTEMBER			
29	8:30 a.m. – 4:30 p.m.	Conflict Without Controversy	Day Reporting

*Open to managers and supervisors only



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Conflict without Controversy

This course is open to all employees. During this course, a variety of situations will be analyzed to determine when to confront and when not to confront. As a participant, you will learn the steps necessary to constructively confront: getting ready, defining your objectives, developing and planning strategies for resolving differences, anticipating consequences, and developing alternative approaches. This course will also provide strategies for keeping emotions in check, staying level-headed, and communicate positively in a heated conversation.

If you enjoy this class, consider attending *Effective Listening Skills, Cultural and Generational Diversity*.

Cultural and Generational Diversity

Managing diversity means promoting inclusion, creating an environment where all differences are valued, and in which employees can contribute with dignity to the goals of the organization. This valuable learning opportunity is open to all employees. As a participant, you will explore how language and behaviors can be exclusive and lead to misinterpreted conduct and communication.

If you enjoy this class, consider attending *Conflict without Controversy, Effective Listening Skills*.

Effective Listening Skills

This fast-paced course is open to all employees and provides skills in developing active listening techniques. As a participant, you will be able to recognize effective listening behaviors and incorporate them into daily activities, understand the impact of effective listening on productivity, and be able to correct poor listening habits and replace them with more effective ones.

If you enjoy this class, consider attending *Conflict without Controversy, Cultural and Generational Diversity*,



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Legal Issues for Public Managers

As a manager or supervisor participating in this course, you will review current information related to employment laws and related managerial responsibilities. If you enjoy this class, please consider attending *Manager's Motivation Toolkit*.

Manager's Motivation Toolkit

This one-day course is specifically designed for managers and supervisors only. As a participant, you will identify the spark that ignites each employee to do his or her best and understand factors that drive high levels of accomplishment. Recognize how your own behavior and communication style can create an environment for self-starters. Topics in team mentoring, values, and ethical management are also explored. If you enjoy this class, please consider attending *Legal Issues for Public Managers*.

Reader-Centered Writing

A one-day workshop, *Reader-Centered Writing* will show you a step-by-step method to improve the organization and effectiveness of your written communication. As a participant, you will learn to clarify the purpose for writing, plan a writing strategy, organize content based on purpose, edit the content and style, and practice using the reader-centered step-by-step method. You will be required to bring two writing samples for in-class activities.

Your Memory at Work

Open to all employees, *Your Memory at Work* is designed to assist you in applying the seven smart memory techniques to get ahead in the workplace from remembering information and names to making oneself memorable. You will practice mind mapping skills for memory retention and fast recall.

If you enjoy this class, consider attending *Effective Listening Skills*.

The John Scott Dailey Florida Institute of Government at Florida Atlantic University was established in 1982 as an affiliate of the John Scott Dailey Florida Institute of Government. Our primary mission is to forge closer government-university ties to address the needs of state, regional, and local governments and nonprofit agencies. Our service area includes Broward, Glades, Hendry, Indian River, Martin, Miami-Dade, Monroe, Okeechobee, Palm Beach, and St. Lucie counties. The host organization for the Institute at FAU is the College of Architecture, Urban and Public Affairs.

REGISTRATION: Advance registration is required. The registration fee covers materials. Please feel free to duplicate the registration form, but do not put more than one name on each form. A check, purchase order or credit card is necessary to guarantee registration. To register, please complete the registration form and mail, along with your check or purchase order made payable to FAU, to:

John Scott Dailey Florida Institute of Government at FAU
Bldg. 44, Room SO 277
777 Glades Road
Boca Raton, FL 33431

You may also register online at www.fau.edu/fiog. Or you may fax your registration to 561/297-4479 and send the check or purchase order separately. **We are pleased to accept payment by agency credit/purchasing card or individual credit/debit card.** If your organization wishes to pay in that manner, please call **561/297-3749** (our website does not provide a secure method for paying via credit card). Confirmation and driving directions will be emailed to you upon receipt of your registration. We reserve the right to cancel this program; in that case, the registration fee will be refunded in full. Please call us at least seven days in advance if you require reasonable accommodation under the Americans with Disabilities Act.

If you have questions, please contact the John Scott Dailey Florida Institute of Government at FAU:
561/297-3749 Fax 561/297-4479 E-mail: sdean@fau.edu

Professional Development

Name _____

Title _____

Organization _____

Address _____

City _____ Zip _____

Phone _____ Fax _____

E-Mail _____

<input type="checkbox"/>	Mar 10	Conflict Without Controversy 10580 Stirling Road, Cooper City	Time: 8:30am – 4:30pm	\$75.00	_____
<input type="checkbox"/>	Mar 11	Cultural & Generational Diversity 10580 Stirling Road, Cooper City	Time: 8:30am – 12:00pm	\$50.00	_____
<input type="checkbox"/>	Mar 11	Effective Listening Skills 10580 Stirling Road, Cooper City	Time: 1:00pm – 4:30pm	\$50.00	_____
<input type="checkbox"/>	Mar 12	Reader Centered Writing 10580 Stirling Road, Cooper City	Time: 8:30am – 4:30pm	\$75.00	_____
<input type="checkbox"/>	Mar 17	Legal Issues for Public Managers 10580 Stirling Road, Cooper City	Time: 8:30am – 4:30pm	\$75.00	_____
<input type="checkbox"/>	Apr 15	Your Memory at Work 10580 Stirling Road, Cooper City	Time: 8:30am – 12:30pm	\$50.00	_____

TOTAL: \$ _____

For Directions ONLY please call: 954/432-9000

IOG USE ONLY: Check _____ P.O. _____ Receipt _____ Ack. _____

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Professional Development

Name _____

Title _____

Organization _____

Address _____

City _____ Zip _____

Phone _____ Fax _____

E-Mail _____

<input type="checkbox"/>	May 12	Reader Centered Communicatio	Time: 8:30am – 4:30pm	\$75.00	_____
		2201 W. Sample Road, Bldg 8, Ste 3C, Pompano Beach			
<input type="checkbox"/>	May 13	Conflict Without Controversy	Time: 8:30am – 4:30pm	\$75.00	_____
		10580 Stirling Road, Cooper City			
<input type="checkbox"/>	May 14	Cultural and Generational Diversity	Time: 8:30am – 12:00pm	\$50.00	_____
		2201 W. Sample Road, Bldg 8, Ste 3C, Pompano Beach			
<input type="checkbox"/>	May 14	Effective Listening Skills	Time: 1:00pm – 4:30pm	\$50.00	_____
		2201 W. Sample Road, Bldg 8, Ste 3C, Pompano Beach			
<input type="checkbox"/>	June 3	Managers' Motivational Tool Kit	Time: 8:30am – 4:30pm	\$75.00	_____
		10580 Stirling Road, Cooper City			

TOTAL: \$ _____

For Directions to Cooper City ONLY please call: 954/432-9000
For Directions to DPR in Pompano Beach ONLY please call: 954/935-6786

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Professional Development

Name _____

Title _____

Organization _____

Address _____

City _____ Zip _____

Phone _____ Fax _____

E-Mail _____

<input type="checkbox"/>	July 14	Cultural and Generational Diversity 10580 Stirling Road, Cooper City	Time: 8:30am – 12:00pm	\$50.00	_____
<input type="checkbox"/>	July 14	Effective Listening Skills 10580 Stirling Road, Cooper City	Time: 1:00pm – 4:30pm	\$50.00	_____
<input type="checkbox"/>	July 15	Reader Centered Writing 10580 Stirling Road, Cooper City	Time: 8:30am – 4:30pm	\$75.00	_____
<input type="checkbox"/>	July 16	Conflict Without Controversy 2201 W. Sample Road, Bldg 8, Ste 3C, Pompano Beach	Time: 8:30am – 4:30pm	\$75.00	_____
<input type="checkbox"/>	July 30	Your Memory at Work 2201 W. Sample Road, Bldg 8, Ste 3C, Pompano Beach	Time: 8:30am – 12:30pm	\$50.00	_____
<input type="checkbox"/>	Aug 6	Managers' Motivational Tool Kit 2201 W. Sample Road, Bldg 8, Ste 3C, Pompano Beach	Time: 8:30am – 4:30pm	\$75.00	_____
<input type="checkbox"/>	Sept 29	Conflict Without Controversy 2201 W. Sample Road, Bldg 8, Ste 3C, Pompano Beach	Time: 8:30am – 4:30pm	\$75.00	_____

TOTAL: \$ _____

For Directions Please Call: 954/432-9000 for Cooper City or 954/935-6786 for Pompano Beach

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