
THE JOHN SCOTT DAILEY FLORIDA INSTITUTE OF GOVERNMENT AT FAU

PROFESSIONAL DEVELOPMENT AND RECERTIFICATION COURSES FOR LOCAL GOVERNMENT AND NON-PROFIT PERSONNEL

- ▶ **Managing Multiple Priorities And “Eat That Frog”©”Time Management**
 - ▶ **Fresh Perspectives**
 - ▶ **Certificate Program in Public Records Management**
 - ▶ **Bullet-Proof Your Career**
 - ▶ **What Leads to Success?.....Collaboration**
 - ▶ **Practical Strategies for Leading Change in a Government Environment**
 - ▶ **Becoming A ****Five Star**** Communicator**
 - ▶ **Teambuilding And Coaching Skills for Managers And Supervisors**
 - ▶ **Basic Zoning Concepts For Code Officers**
 - ▶ **Housing, Construction and Illegal Apartments**
 - ▶ **The Permitting Process**
 - ▶ **Property Maintenance Codes**
-



the John Scott Dailey
**FLORIDA
INSTITUTE OF
GOVERNMENT**
at Florida Atlantic University

Florida Atlantic University
777 Glades Road
Bldg. 44, Room SO 277
Boca Raton, FL 33431-0991

**Non-Profit Org.
U.S. POSTAGE
PAID
BOCA RATON, FL
Permit No. 77**

Celebrating over 27 years of service to the public sector

MANAGING MULTIPLE PRIORITIES AND "EAT THAT FROG" © TIME MANAGEMENT

21 Great Ways to Stop Procrastinating and Get More Done in Less Time

Are you working harder than ever these days and still falling behind? Do you find yourself in a constant state of overload? Participants learn to increase your productivity by learning to identify time-wasting habits, prioritize, minimize interruptions, and streamline workflow. This workshop provides strategies and systems to remain in control of your time. Participants also learn Brian Tracy's methods for Great Ways to Stop Procrastinating and Get More Done in Less Time and receive a complimentary copy of his book.

► September 17

8:30 a.m. - 12:30 p.m.

4 hours/4 CEU's

Instructor: Myra Quinn

Fee: \$85.00

Location: **West Palm Beach**

FRESH PERSPECTIVES

After a few years on the job, we all tend to operate on automatic. We repeatedly address the same issues the same way, talk to people the same way, and handle the same situations the same way. We become stale. We rationalize and justify our actions by saying, "we do it that way because we've always done it that way." We are all faced with future budget constraints; maybe there actually are ways we can cut back. We all deal with many of the same issues; maybe there are alternative ways of dealing with them. By attending this class we hopefully will think a little differently about the job we do, how we do it, and how we can improve it.

► September 25

8:30 a.m. - 12:30 p.m.

4 hours/4 CEU's

Instructor: Steve Uman

Fee: \$75.00

Location: **West Palm Beach**

ANY OF THESE CLASSES CAN BE OFFERED ONSITE.

For information or a complete list of onsite training classes email

**Sarah Shannon at:
sshannon@fau.edu
or call 561/297-3749**

CERTIFICATE PROGRAM IN PUBLIC RECORDS MANAGEMENT

This program is designed to inform and update public sector personnel about records management and maintenance under Florida law. The four three-hour modules will address new technologies and management systems in the field of records management.

Module I focuses on the basics of records management and maintenance, including public records law in Florida, privacy vs. right-to-know, and records retention and destruction.

Module II addresses file management and design and includes an historical look at files management, equipment and supplies, and information storage and retrieval systems.

Module III covers imaging, with particular focus on legalities and standards related to microfilm and optical digitizing, computer retrieval systems, and cost analyses.

Module IV discusses disaster preparedness/recovery systems and contemporary records management issues, including off-site storage, facilities management, and vital records. A certificate will be awarded to those attending all four modules.

► October 13 and 14

9:00 a.m. - 4:00 p.m. each day

12 hours/1.2 CEUs

6 pts edu.credit toward CMC or MMC

or CMS recertification requirement

Instructor: Steve Lewis Fee: \$169.00

Location: **Boca Raton**

BULLET-PROOF YOUR CAREER

Knowledge is the new currency. How quickly you can gain knowledge and market your expertise, are key skills. Would it be useful to you to be able to learn rapidly, problem solved differently, get things done more easily and to find self-marketing a natural process and/or gain some new tips. You will learn:

- Advanced learning skills - learning how to learn and to capture and recall essential knowledge
- Creative thinking and problem solving - additional skills for project management and in all areas of work and life - freeing up the self-censor!
- Practical tips for bullet proofing our career - marketing yourself and career building
- How to develop a Buddy System and a Learning Network - taking the learning into action.

Preparation: The only thing you need to think about in advance is about a topic that interests you, a skill you would like to learn, a technology that you want to understand better...and to find a book on the subject to bring with you...plenty of text, not just diagrams!

► October 16

8:30 a.m. - 4:30 p.m.

7 hours/7 CEUs

Instructor: Richard Israel

Fee: \$109

Location: **FDOT, Fort Lauderdale**

WHAT LEADS TO SUCCESS..... COLLABORATION

In these extraordinary times, organizations are tasked to provide more services than ever before with fewer resources. Understanding this paradigm shift requires organizations to find new and innovative ways to meet the needs of their constituents. This workshop deals with stepping out of the preverbal box and finding new ways to meet the extraordinary needs of the organization's internal and external customers with limited resources.

October 23

8:30 a.m. - 12:30 p.m.

4 hours/4 CEUs

Instructor: Darrell Searcy

Fee: \$75.00

Location: **West Palm Beach**

PRACTICAL STRATEGIES FOR LEADING CHANGE IN A GOVERNMENT ENVIRONMENT

Over 50% of change efforts fail. Research tells us what steps we can take to have a better success rate. This one day workshop offers a practical approach for managers and supervisors to facilitate a change effort with special emphasis on the challenges of a government environment. Participants will

- Learn what motivates successful change
- How to anticipate individual's reactions to change
- How to respond to organizational reactions to change
- Learn techniques for creating a strategic initiative for change
- Explore common factors in successful change
- Understand typical challenges to successful change
- Obtain resources for future action

October 27

8:30 a.m. - 4:30 p.m.

7 hour/7 CEU's

Instructor: Carol Susan Devaney-Wong

Fee: \$109

Location: **FDOT, Fort Lauderdale**

**ALL CLASSES
have been approved for
F.A.C.E.
recertification credits.**

BECOMING A ****FIVE STAR**** COMMUNICATOR

Whether you are communicating with the public, your co-workers and team members, or your boss; being a five-star communicator gives you a significant advantage. As a five-star communicator, you will be able to more easily gain cooperation, create positive connections and earn trust and credibility with others. This fast-paced, interactive program provides the tools and techniques used by the most successful communicators and includes:

- how to use the Golden Formula to create instant rapport
- what an "emotional bank account" reveals about the quality of your relationships
- what your own Communication Style is
- effective techniques for diffusing conflict
- the most powerful communication skill of all
- the ten secrets of five-star communicators

►October 29

8:30 a.m.-12:30 p.m.

4 hours/.4 CEUs

Instructor: Davee LaBay

Fee: \$75.00

Location: **Boynton Beach**

TEAMBUILDING AND COACHING SKILLS FOR MANAGERS AND SUPERVISORS

The art of teambuilding and coaching are the keys to success for any winning organization. Ensuring that team members are properly prepared to meet the organization's expectations requires a highly skilled manager. This workshop will equip supervisors and managers with the ability to inspire, motivate, train, and build a winning team. What you will learn

- how to inspire the team
- how to create a winning environment
- how to select the right players for the team
- the art of correction and redemption

►November 5

8:30 a.m. - 12:30 p.m.

4 hours/.4 CEUs

Instructor: Darrell Searcy

Fee: \$75.00

Location: **Boca Raton**

All confirmations and driving directions are sent by email unless you indicate otherwise.

BASIC ZONING CONCEPTS FOR CODE OFFICERS

The main objective of this workshop is to focus in on the basics involving zoning concepts and procedures. Items to be covered are:

- the history and development of zoning regulation
- private restrictions on land use
- the zoning ordinance
- government agencies, boards and personnel
- judicial review of zoning
- special use approval
- spot zoning and contract zoning
- nonconforming uses and grandfather status
- equitable estoppel and vested rights
- the First Amendment and zoning

►November 13

8:30 a.m. - 12:30 p.m.

4 hours/.4 CEU's

Instructor: Dick Doody

Fee: \$75.00

Location: **FAU , Fort Lauderdale**

HOUSING CONSTRUCTION AND ILLEGAL APARTMENTS

You get the complaint and you take a trip to the site; but how do you determine if a grate was enclosed and turned into a bedroom legally or illegally? You look at an addition, but how would you know if that addition was most likely built with or without a permit and inspections. Would you have to immediately call a building inspector for assistance? Or can you do some investigation on your own and make at least a preliminary decision? This class will not turn you into a building inspector, but it will point out some of the telltale signs that a code inspector should be able to spot in order to make a preliminary informed decision that some construction was done improperly.

►November 19

8:30 a.m. - 12:30 p.m.

4 hours/.4 CEU's

Instructor: Steve Uman

Fee: \$75

Location: **Boynton Beach**

With governmental agencies being asked to do more with less, public sector employees are finding themselves faced with more challenges than ever before. Let us know how we can help meet your training and professional development needs, or help redesign your programs and processes.

**Please contact Sarah Shannon:
Phone: 561/297-3749
Email: sshannon@fau.edu**

THE PERMITTING PROCESS

This class provides a general overview of the building permitting processes that are common to most building departments. Because certain functions of code enforcement officers and building inspectors are often inter-related, code people should have a working knowledge of the permitting process. The class includes discussion of applications and checklists, contractor licensing laws and owner-building exemptions, planning and zoning, building plan review, issuance of permits, certificates of completion and certificates of occupancy, and record-keeping. The class includes the reading of surveys and site plans and the basics of interpreting and understanding construction drawings.

►December 3

8:30 a.m. - 12:30 p.m.

4 hours/.4 CEU's

Instructor: Steve Uman

Fee: \$75

Location: **FAU, Fort Lauderdale**

PROPERTY MAINTENANCE CODES

Code Enforcement Officers used to use a version of the Standard Housing Code; when publication of this code ceased, many departments switched to a modified version of a Property Maintenance Code. Some items are quite easy to determine: if your code says grass is not to be over twelve inches high, take a ruler and measure it. But what do you do when the owner claims it is not grass at all, but an expensive ground cover that is supposed to grow eighteen inches high? And what about overcrowding? How do you determine the number of people living in a house and how many people should be allowed to live there? All Code Inspectors run into the same problems, but there does not appear to be enough sharing of information between departments. This class is designed to generate discussion between inspectors from various jurisdictions on a variety of topics that we all have to deal with.

December 15

8:30 a.m.-12:30 p.m.

4 hours/.4 CEU's

Instructor: Steve Uman

Fee: \$75

Location: **FAU, Fort Lauderdale**

Over 10,000 local government and non profit personnel served each year!

Professional Development and Recertification Programs

FALL 2009

How to Take Advantage of These Opportunities!

To Register: The deadline for registering is two weeks prior to the date of the class. Please complete the form, indicating the class(es) you wish to attend, and return the registration form with a check, or purchase order. You may fax your registration to 561/297-4479 and send the check or purchase order separately. **We are now able to accept payment by agency credit/purchasing card or individual credit/debit cards.** If you wish to pay in that manner, please call 561/297-3749 (our website does not provide a secure method for paying via credit card). Registration fees cover course materials and morning refreshments. Participants will be on their own for lunch. Confirmation and driving directions will be sent to you by email upon receipt of your registration form.

You may also register online. Please go to www.fau.edu/fiog. Click the "upcoming programs" tab at the top, find the class(es) you would like to register for, and follow the link to register online. You will need to send payment separately.

Cancellation/Refund: Requests for refunds must be submitted in writing and received no later than one week prior to the day of the class. In those cases, the registration fee, less a \$30.00 administrative charge, will be refunded. No requests for refunds will be honored after that date. Non-attendance does not constitute a withdrawal or refund request. We reserve the right to cancel a class; in that case, registration fees will be refunded in full.

Location: The programs will be presented at different locations, so please be sure to check the confirmation/driving directions, that are sent to you by email, for each class.

For more information: Please call us at 561/297-3749 or email sshannon@fau.edu. Please call us at least seven days in advance if you require reasonable accommodation under the Americans with Disabilities Act.

YES! Please register me for:

- Managing Multiple Priorities and "Eat the Frog"® Time Management** \$ 85
Sept. 17 (West Palm Beach)
- Fresh Perspectives** \$ 75
Sept. 25 (West Palm Beach)
- Certificate Program In Public Records Mgmt.** \$169
Oct. 13 and 14 ((Boca Raton)
- Bullet-Proof Your Career** \$109
Oct. 16 (FDOT, Ft. Lauderdale)
- What Leads to Success....Collaboration** \$ 75
Oct. 23 (West Palm Beach)
- Practical Strategies for Leading Change in a Government Environment** \$109
Oct. 27 (FDOT, Ft. Lauderdale)
- Becoming a **Five Star** Communicator** \$ 75
Oct. 29 (Boynton Beach)
- Teambuilding and Coaching Skills for Managers and Supervisors** \$ 75
Nov. 5 (Boca Raton)
- Basic Zoning Concepts for Code Officers** \$ 75
Nov. 13 (FAU, Ft. Lauderdale)
- Housing, Construction and Illegal Apartments** \$ 75
Nov. 19 (Boynton Beach)
- The Permitting Process** \$ 75
Dec. 3 (FAU, Ft. Lauderdale)
- Property Maintenance Codes** \$ 75
Dec. 15 (FAU, Ft. Lauderdale)

Please feel free to duplicate the registration form, but please do not put more than one name on each form.

Please make checks payable to FAU and mail to:

The John Scott Dailey Florida Institute of Government at FAU
777 Glades Road
Bldg. 44, Room SO 277
Boca Raton, FL 33431-0991

Name _____

Title _____

Organization _____

Address _____

City _____ ZIP _____

Telephone _____ Fax _____

Email _____

IOG use only:

Check _____ P.O. _____

Receipt _____ Ack. _____

TOTAL \$ _____