

PUBLIC ADMINISTRATION AND ORGANIZATION YEAR 2

YR 2 Organizational Culture and Municipal Government (No 2016)

2.0 hrs. This session will introduce models of contemporary organizations and discuss:

- History of organizations
- Principles and practices of organizing
- Organizational structure, function and operation
- Organization development and change
- Organizational research

YR 2 Leadership Skills for Public Service Professionals

2.0 hrs. Clerks and Finance Officers are leaders at city hall and in their communities. This session will define leadership and discuss how it is different from supervision.

Topics include:

- Characteristics of organization leader-supervisors
- Leadership attitudes
- Leadership behaviors
- Personal leadership styles
- Ingredients of successful public leadership

YR 2 Managing Change Effectively

2.0 hrs. Change within the clerk's department, the courthouse, or the county creates benefits and also problems. What are the best practices in change management and how can the county clerk facilitate change? This session will discuss:

- Success factors of a change management program
- Methodology or "must do" activities for each phase of a project
- Methods of communication and how frequently objectives and progress of the project should be communicated
- Change management team structure
- The role of consultants

YR 2 Community and Government Partnerships (Public Organizations)

1.75 hrs. The structure, function and interrelationship between contemporary public organizations will be discussed. Topics include:

- Enforcing the law
- Municipalities role in public education

- Caring for the public health and environment
- Stimulating economic development
- Public-private partnerships

YR 2 Establishing Internal Controls

2 hrs. Establishing appropriate internal controls is important in preventing fraud and/or misappropriation of funds. Participants will discuss:

- Concepts of internal controls
- The relationship between internal controls and fraud
- Key elements of the internal control environment
- Employee perception of controls and fraud
- Procedures to implement internal controls
- Your role in stopping fraud

YR 2 Bond Basics

1.5 hrs. Financing courthouse renovations, equipment purchases, jail construction, infrastructure improvements require clerks to understand the basics of bond financing. Topics discussed include:

- Types of bonds and projects that can be bond financed
- Key players in bond financing
- The county clerk's role in bond transactions
- Potential for legal liability
- Troubleshooting pitfalls and problems

YR 2 Update on Kansas Election Law, HAVA and Other Issues

1.5 hrs. The Secretary of State's office will review and discuss election issues and procedures.

YR 2 Technology Update

1.5 hrs. This workshop will review the latest technologies to assist the operations of county government.

SOCIAL AND INTERPERSONAL ISSUES

YR 2 Working Effectively in Teams

3.5 hrs. What makes an effective work team? This session will highlight:

- Setting the team targets

- Roles and skills needed on teams
- Selecting team members
- Motivating team members
- Warning signs that team has lost sense of direction
- Guidelines for effective teams

YR 2 Small Group Communication and Facilitation Skills

1.5 hrs. This session will identify techniques for fostering good communication in groups, including citizens, elected officials, and appointed staff. Topics include:

- Types of speaking in small groups
- Understanding small group context
- Guidelines for small group presentations
- The basics of facilitation
- How to achieve consensus and closure

YR 2 Effective Public Speaker and Presentation Skills

2.0 hrs. An effective county clerk is one who can communicate ideas clearly, comfortably and persuasively. This session will cover a simple and reliable approach to presentation skills, which will work with an audience of one or one hundred. Objectives include:

- Review of elements of an effective speaking style
- Audience analysis in developing and delivering a presentation
- Guidelines for organization of clear, concise and interesting presentations
- Distinguish between effective and ineffective visual aids

YR 2 Written Communication on the Job

2.0 hrs. This course is divided between Year 1-3 in order to reinforce skills. How much of your day is spent writing memos, e-mail, reports, minutes and letters? This course will offer practical suggestions and writing exercises to improve your skills. Topics include:

- Writing for clarity using clear, active, familiar language
- Passive voice and active voice
- Evaluating writing for clarity
- Nominative case
- Subject-verb agreement
- Relationship connectors
- Punctuation

YR 2 Cross-Cultural Communication

2.0 hrs. Communication is fundamental for getting the work done through people. This session will increase awareness of the communication process and the barriers to effective communication. Specific topics include:

- The communication process
- Barriers to effective communication
- Verbal and non-verbal communication
- Cross-cultural communication differences

YR 2 Ethics and Values in Local Government

2.0 hrs. Session discussion will introduce ethics, morals and values. Topics will include:

- Values, beliefs and behavior in the workplace
- Personal, organizational and professional ethics
- Building trust in government
- Typical ethical problems facing municipal clerks and finance officers
- Guidelines for ethical behavior at work
- Law vs Ethics

SOCIAL AND INTERPERSONAL ISSUES

YR 2 Setting and Achieving Your Goals

1.5 hrs. Participants will discuss:

- Principles for personal vision, personal leadership and personal management
- Principles of Interpersonal Leadership
- Principles of Empathic Communication
- Principles of Creative Cooperation
- Principles of Balance Self-renewal
- Tips for time management

YR 2 Time Management

1.5 hrs. How can I get it all done without going nuts? Time is a scare resource in the clerk's office. This session will discuss:

- The purpose of time
- Why Americans reach "timelock"
- Symptoms and theories of time squeeze
- Suggestions on how to accomplish the important things

YR 2 Taking Care of Self

1.5 hrs. Managing multiple roles at work and home can be a source of stress and burnout. This session will help you:

- Learn to take time for yourself
- Shape your inner world with relaxation, exercise, serenity, growth
- Enhance your outer world with quality relationships, life priorities and flexibility in change

YR 2 How to Conduct a Job Interview

1. hrs. What are the procedures for effective recruitment and selection of job applicants?

This session will discuss:

- The art of reading resumes
- Effective interview tips
- Interview prohibitions
- Interview formats
- The impact of technology on human resources