

### Professional development classes for county managers and executives hosted in Martinez by Contra Costa County

#### Negotiations in Complex Environments 365

Thursday, 18 January 2018

*Achieve outcomes in everyone's best interest*

Explore how to achieve beneficial outcomes for all negotiating parties while ensuring outcomes are in the best interest of the public. It covers tried and tested behaviors of negotiation and gives tools that can immediately be put to work to serve your constituents in the best possible ways without needless compromise. *Dr. Laree Kiely* is president of the Kiely Group, and professor at the USC Marshall School of Business.

Career  
learning for  
county staff

#### Crafting and Implementing Strategic Plans 123

Thursday, 15 February 2018

*Make strategic planning mean something*

Examines how to make the plan a living document, and have it mean something to those affected. Participants explore: 1) how to craft a strategic plan with a governing board; 2) engagement of the community and staff in the process; 3) tips to prepare an actionable plan; 4) communication of the plan; and 5) putting a plan into action. *Angela Antenore, M.Ed.* is an experienced strategic facilitator, agency board member and university instructor.

#### Managing Conflict with Comfort 360

Thursday, 15 March 2018

*Facilitate conflict constructively*

Transform the most difficult circumstances into a satisfying experience for all involved. This course identifies constructive approaches to positively managing conflict. Participants analyze their own response to conflict and develop tools to assess and respond to difficult situations and create practical, positive outcomes. *Dr. Laree Kiely* is president of the Kiely Group and a professor at the USC Marshall School of Business.

#### Leadership and Change 356

Thursday, 19 April 2018

*Why change efforts fail - how to remove barriers*

Explore change from the perspective of those affected. Practical discussions focus on design of a change process;

practices to diagnose, interpret and select interventions; barriers; and creating an environment in which people can address adaptive change.

*Bill Chiat*, Dean of CSAC Institute and has worked with hundreds of local agencies in crafting change.

#### Customer Service in the Public Sector 354

Thursday, 17 May 2018

*Create customer satisfaction in a county setting*

Explores ways to create and enhance a customer service culture. Participants examine how to balance customer service with regulations and requirements. Discussion highlights what defines customer service and a service culture. Tools help assess where you are, gaps to be more service oriented, and how to get there. Service barriers are examined along with performance measurements. *Angela Antenore, M.Ed.* is an experienced agency manager, agency board member and university instructor.

#### County Budgeting and Financial Planning 116

Thursday, 21 June 2018

*Insights to the budgeting process and content*

Provides a comprehensive overview of county budgeting and the budget process. Discussion includes a review of the County Budget Act, a year in the county budget cycle, key elements of a budget, and integration of strategic plans into the budget. Participants examine county revenue sources, sales and property tax allocation, General Fund and special funds, creating and integrating department-recommended budget components, and public involvement in the budget process. *Patrick Blacklock* is County Administrator of Yolo County, and *Robert Bendorf* is County Administrator of Yuba County.

Courses open  
to all county  
managers and  
executives

#### Building and Maintaining a Team Culture 371

Thursday, 19 July 2018

*Leadership practices for high performance teams*

This course examines the culture and attributes of high-performing teams in the public sector. Strategies, tools and resources are shared along with the group dynamics

required for team success, team leadership practices, and how to transition to a team culture.

*Dr. Jerry Estenson* is Professor of Organizational Behavior at CSU, Sacramento.

#### Effective Use of Social Media 353

Thursday, 16 August 2018

*The 211 on social media to avoid a communication 911*

Fast-moving class overviews social media use in counties, and ways to quickly create compelling content using the latest photo, audio and video techniques. Concrete tips, tools, apps and hands-on interaction will help you become a social media Ninja the with knowledge and techniques to begin implementing immediately. Valuable whether you're a social media newbie or seasoned practitioner. *Kerry Shearer* is former Sacramento County Public Information Officer and a social media consultant.

#### Labor Relations and Negotiations 153

Thursday, 20 September 2018

*Employees are every county's largest budget item*

Examines the basics of labor relations in the county environment. Labor and employment laws and regulations are examined along with techniques to build and maintain productive relationships with employee groups. The various roles in labor relations and negotiations are explored along with pitfalls to avoid in working with labor representatives. *Richard Whitmore* and *Richard Bolanos* are partners with Liebert Cassidy Whitmore.

#### Polishing the Presentation 125

Thursday, 18 October 2018

*For experienced presenters to 'up' their presentations*

Better present ideas with conviction, control and poise — and without fear. Covers techniques for delivering professional presentations that get results. A model helps build self-confidence and avoid common mistakes which turn off audiences. *Bill Chiat* is Dean of the CSAC Institute and an accomplished presenter with city, county and state governments.

Complete  
the series  
and earn  
professional  
Credential



All courses held in Martinez from 10:00 am to 3:30 pm. Registration is an affordable \$149/class and includes lunch and materials. Save \$20/class by registering for three or more classes at the same time. Save even more by registering for the entire 10-class Credential series and get a free extra class.

Learn more at [www.csacinstitute.org](http://www.csacinstitute.org) – Registration opens November 13, 2017