

## Professional development classes for county managers and executives hosted by Merced County

### Leadership and Change: Practices to Move People and Organizations

Friday, 15 September 2017

*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.

Lifelong  
learning for  
county staff

### Thinking Strategically in Trying Times

Friday, 20 October 2017

*Think and work through enduring problems*

Discusses the challenges of strategic agility with the critical, enduring problems counties face. Participants examine application of concepts of creative and strategic thinking to find different paths to solutions.

*Dr. Rich Callahan* is associate professor of management at the University of San Francisco.

### Leading with Emotional Intelligence

Friday, 17 November 2017

*Enhance interpersonal leadership skills*

Explores practices that distinguish great from good performers in the four areas of Emotional Intelligence: 1) understand self, 2) manage self, 3) understand others and 4) manage others. An assessment identifies EI strengths and hands-on tools are provided.

*Relly Nadler, Psy.D.* is founder of True North Leadership, Inc., and author of *Leading with Emotional Intelligence*

### Talent Development and Succession Planning

Friday, 15 December 2017

*Build organizational capacity from within the county*

Interactive course confronts the retirement wave of baby-boomers leaving county government and explore strategies to create effective leadership development and succession

planning programs. Discussion highlights steps to get started and best practices to employ.

*Dr. Frank Benest*, former city manager and noted expert in succession planning. *Donna Vaillancourt*, Human Resources Director, San Mateo County.

### Managing Conflict with Comfort

Friday, 19 January 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.

### Financing California Counties: The History

Friday, 16 February 2018

*The context of county-state revenue relationships*

An in-depth history of county revenue sources and how they have evolved over decades. The context of funding decisions by the legislature and administration is critical in understanding the current state-county funding and revenue relationships. Examines major elements in county revenues including: Prop 13, 172, 1A, VLF, Realignment, ERAF, and property tax allocations.

*Diane Cummins* is Special Advisor to the Governor on State and Local Realignment.

### Effective Use of Social Media and Electronic Communications

Friday, 16 March 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 with the

Courses open  
to all county  
managers and  
executives

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.

### Intergenerational Leadership

Friday, 20 April 2018

*Today's county workforce has people in their 70's, teens and everywhere in between*

In today's workplace we must understand, communicate and interact with people from different eras, values and fundamentally different ideas about life. This class focuses on practicing how to integrate deeper generational insights into practice, and the skills to blend generations to get the best from everyone.

*Larry Liberty, Ph.D.* teaches with Fortune 500 companies and MBA programs across the globe.

Complete  
the series  
and earn  
professional  
Credential



### Building and Maintaining a Team Culture

Friday, 18 May 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.

### County 101: Duties, Authorities, Responsibilities

Friday, 15 June 2018

*What are California counties responsible to do?*

This class examines county structure, history and each county responsibility area, highlighting what is mandated, required and/or discretionary, and the roles and authority counties have for that service.

*Bill Chiat* is CSAC Institute Dean, former executive director of the California Association of Local Agency Formation Commissions and CEO of Napa County.

All courses held in Merced 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 and register at [www.csacinstitute.org](http://www.csacinstitute.org)