



# CSAC Institute in Southern California 2018/2019



Professional development classes for county managers and executives hosted by Orange County

## Storytelling and Practices in the Art of Persuasion

Friday, 14 September 2018

*Storytelling is one of life's most powerful skills*

Effective leaders tell stories that speak to others and markedly influence their behaviors. Through exercises and practical application, elements of storytelling are explored and how to construct and use stories in the practice of leadership.

*Bill Chiat* is Dean of the CSAC Institute and has been a practitioner of leadership (and storytelling) for 35 years.

Lifelong learning for county staff

## Managing Conflict with Comfort

Friday, 12 October 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 and CEO of We Will, Inc. and former professor at the USC Marshall School of Business.

## Financing California Counties: The History

Friday, 9 November 2018

*The context of county-state revenue relationships*

An in-depth history and evolution of county revenue sources provides the context for understanding funding decisions by the legislature and administration, and the current state-county funding 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.

## Purpose, Outcome Intentionality

Friday, 14 December 2018

*Tying together activities to build performance*

We all have those nagging problems, the ones you know you should tackle but never seem to have time. This class

provides an opportunity to take a step back to identify roots of the issues, re-frame them, and identify alternative strategies to reduce roadblocks, sequence steps, identify stakeholders and develop flexibility to get to your goals. *Dr. Mary Kirlin*, is a former professor and department chair in public policy at Sacramento State University.

## Crafting and Implementing Strategic Plans

Friday, 11 January 2019

*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.

## Service Excellence through Process Improvement

Friday, 8 February 2019

*Improve customer, employee satisfaction and reduce costs*

When counties look to create efficiencies, process improvement is a valuable tool to maximize value, reduce wasteful activities, and improve service delivery. Techniques and tools are shared for identifying process problems and techniques to engage the process participants in crafting solutions.

*Paul Stamper* is Ventura Assistant County Executive Officer

Courses open to all county managers and executives

## State Budget 101: What Counties Need to Know

Friday, 8 March 2019

*How does that state budget process work*

Counties depend on the State Budget, so how is it developed, influenced and changed? Learn budget basics and answers to those questions and so much more. It's an inside look at a complex process which influences virtually every aspect of county operations. Learn about how to find and interpret

budget information and tips on influencing budget decisions. *Diane Cummins* is Special Advisor to the Governor on State and Local Realignment; *Jean Hurst* is Principal with HBE Advocacy and long-time legislative advocate.

## Local Governance in California

Friday, 12 April 2019

*JPA-Districts-LAFCo-COG-Cities: What do they all do?*

An overview of local government structure and responsibilities in California with a focus on roles and responsibilities of cities, counties, special districts and an alphabet soup of other local agencies.

*Bill Chiat* is CSAC Institute Dean and former exec. dir. of the CA Association of Local Agency Formation Commissions.



## Intergenerational Leadership

Friday, 10 May 2019

*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.

## Negotiations and Collaboration

Friday, 14 June 2019

*Achieve outcomes in everyone's best interest*

Examines the most current tried and tested behaviors in the field of negotiation and gives you tools that will be immediately useful in your work. Best of all, it can help you serve your constituents in the best possible ways without needless compromise.

*Dr. Laree Kiely* is president and CEO of We Will, Inc. and former professor at the USC Marshall School of Business.

All courses held in Orange County 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)



A service of the California State Association of Counties, and the California Counties Foundation, Inc.