

# CSAC Institute in Northern California 2018



Professional development classes for county managers and executives hosted by Shasta and Tehama Counties

## Thinking Strategically in Trying Times 363

Thursday, 11 January 2018

*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.

Career learning for county staff

## Intergenerational Leadership 129

Thursday, 8 February 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

## Local Governance in California 150

Thursday, 8 March 2018

*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.

## Negotiations in Complex Environments 365

Thursday, 12 April 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.

## Financial Reporting and Budgeting for Nonfinancial Professionals 369

Thursday, 10 May 2018

*Understand and interpret county financial reports*

Provides the tools for decision-makers – other than accountants and auditors – who need to understand government financial reporting statements, and strategies on how to read statements and auditor reports to identify critical information and what it means ... in plain English! Laura Lindal, CPA, is an experienced auditor and an instructor for the California CPA Education Foundation.

## Leading with Emotional Intelligence 128

Thursday, 14 June 2018

*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

Courses open to all county managers and executives

## Customer Service in the Public Sector 354

Thursday, 12 July 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.

## Art & Practice of Organizational Leadership 120

Thursday, 9 August 2018

*Dimensions of leadership in effective organizations*

This interactive course designed for both experienced and new senior county managers explores the practical applications of leadership in creating a high performing county organization. Highlights key practices in formal and informal leadership, particularly in achieving sustainable change; employee engagement and team-building; leadership when you're not in charge; and techniques for developing a vital workplace culture.

Dr. Frank Benest is former city manager of Palo Alto and a noted expert in organizational leadership and management.

## Leadership and Change 356

Thursday, 13 September 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.

## 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.

Complete the series and earn professional Credential



All courses held in Redding 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



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