



**NEW MEXICO MUNICIPAL CLERKS
CERTIFICATION WORKSHOP**
April 15-16, 2019 - Ruidoso Convention Center
-PRELIMINARY PROGRAM-

“COMMUNICATION/MANAGEMENT/LEADERSHIP”

Instructor: Laurel Fischer, BSN, MBA - STL Interactive Innovations, LLC

MONDAY, APRIL 15th

2:00 – 3:00 p.m.

REGISTRATION

3:00 – 4:15 p.m.

THE 3 POINT SYSTEM OF COMMUNICATION - *Learn how to increase the accuracy of what you communicate and how it's interpreted. Understand how to utilize this structure for both written and verbal communication.*

- Written and Verbal Communication Skills
- The Power of 3 (Increase the accuracy of what you communicate and how it's interpreted).
 - Why to keep your communications to 3 main points at a time.
 - How to structure this for both verbal and written communication.
- How this tool will help you communicate with:
 - The Public
 - Co-Workers
 - Supervisors
 - Subordinates
 - Elected Officials
- Bonus on Email Communication
 - Font & Signature
 - Subject Line
 - Response time & follow up
- Group Activity
- Recap
 - What did you learn?
 - How can you use this professionally?

4:15 – 5:15 p.m.

HOW LISTENING & LEARNING CAN LESSEN YOUR LOAD - *A great listener creates trust, connection, and validation. Learn and practice the traits of an active listener. The best listeners ask questions. Discuss the different types of questions. Discover how and when to use each type of question.*

- How listening creates the trust, connection, and validation.
 - The 80/20 rule of listening.
 - Traits of a great listener and how to practice each trait.
- How asking questions helps you as a listener.
- Review the benefits of asking questions and learning the other person's perspective vs. assuming to know the solution upfront.
- Types of questions (How and When to use each type?)
 - Closed-ended questions
 - Open-ended questions
 - Middle questions
 - Questions with an agenda
 - Questions without an agenda
- Group Activity
- Review workplace utilization of listening and asking questions.

TUESDAY, APRIL 16th

8:00 – 10:00 a.m.

WILL THE REAL MANAGER PLEASE STAND UP? - *At the most basic level each of us has to manage ourselves. Gain understanding of your own personality traits and how they affect both how you manage and how you are managed. Uncover simple techniques that help you manage yourself and others. Gain insight into why motivation matters and how motivation differs from individual to individual. In depth training on how to plan, manage, and be an attendee at productive meetings.*

- Difference between a Manager and a Leader.
- Most basic level of management: Managing yourself.
 - Understanding your personality traits and how that affects how you manage and how you are managed.
 - How you process information
 - How you learn
 - Examples of introvert and extravert traits and their meanings
 - Weekly skill builder to help you learn your strengths and opportunities
 - Create equilibrium through simple self-management techniques (traits that translate to strong management skills).
 - Empathy
 - Listening
 - Graciousness
 - Authenticity
 - Recognition
- Introduction to Motivation
 - Motivation activity
 - Managers: What do you believe motivates people?
 - Non-Managers: What motivates you?
 - Understanding what motivates you.
 - How Management can learn what truly motivates their staff.
- Meetings: A necessary part of management.
 - Strength, Weakness, Opportunity Activity
 - Planning & Conducting Productive Meetings
 - What is the purpose?
 - When?
 - Where?
 - Who should attend?
 - Informed participants - how each participant affects meeting productivity.
 - What information do they need to bring?
 - What is their expected role?
 - What should they accomplish prior to the meeting?
 - Plan and time block the agenda.
 - Techniques to keep meeting focused.
 - Properly conclude a meeting.
 - What was accomplished?
 - What are the next steps?
 - Meetings focused on managing vs. Meetings focused on team work.
 - Information-giving meetings
 - Information-taking meetings
 - Problem-solving meetings

10:00 – 10:15 a.m.

BREAK

TUESDAY, APRIL 16th - continued

10:15 a.m. – 12:15 p.m. **LEADERSHIP IS ABOUT PEOPLE** - *Uncover your “unique expertise” and how that concept relates to leadership. Learn how to develop a team from a group of individuals. Understand the characteristics of an effective team. How the best leaders are teachers.*

- What is a “unique expertise”?
- Discovering your own unique expertise.
- Supervisors: How to uncover each staff members’ unique expertise.
- Why knowing your own strengths and the strengths of those around you makes you a better leader?
- You are only a leader when you have a team.
 - Developing Team Relations.
 - Share responsibility - utilize the variety of expertise.
 - Foster team commitment - clear vision.
 - Developing trust.
 - How to foster creativity in order to solve problems?
 - Ask everyone for input.
 - Encourage communication from all directions.
 - A team leader must also be a manager.
 - Organization and accountability.
 - Address conflict and always be fair.
 - Reaching a consensus and doing what’s best for the team initiative.
- Group Activity
- Recap
 - What did you learn about communication, conflict, team member expertise, vision?
- Characteristics of Effective Teams
 - Inclusion and bonding
 - Listening
 - Fairness
 - Positivity
 - Willingness to fail
 - Feedback
- A leader is a teacher who wants to help others grow.
 - Using questions to develop others’ skills.
 - Actions vs. Words
 - Recognition
- Group Activity
- Recap
 - How consistent feedback develops trust and can be used as a teaching opportunity.

12:15 p.m.

ADJOURNMENT



NOTE: During sessions, it is requested that cell phone usage be done during breaks to prevent class disturbance.