

STENNIS INSTITUTE OF GOVERNMENT

CIVIC EDUCATION COURSE LIST

2010-2011

One of the missions of the Stennis Institute is civic education. One way that we choose to strive for the achievement of the mission of civic education is to provide courses available for state agencies, local governments and the community at large.

Divided into 12 topical areas, plus our short-course offerings “101 Series” and “Best Practices”, you will find what you need in the way of civic education and training.

APPLIED POLITICS

Considering Running for Local Office? Food for Thought

This executive education event is tailor made for the individual who is considering a run for local office. The event will identify issues that should be contemplated before filing for a run for office, including: filing requirements, party affiliation and primaries, campaign funding reporting obligations in Mississippi, general elections, and election contests.

Running for Office in Mississippi: Legal Requirements for Running for Office

This executive education event reviews the statutory requirements to stand for office in Mississippi.

Running for Office in Mississippi: Funding a Campaign

This executive education event reviews the regulatory obligations which are imposed on funds generated for a run for office, as well as obligations for designated campaign treasurers.

Running for Office in Mississippi: Branding Yourself

This executive education event considers the importance of identifying a candidate – issues, platforms, logo and the repetitive message delivered by branding. In addition, tips for selecting the perfect mechanism for branding yourself, and the characteristics of effective branding are discussed.

Running for Office in Mississippi: Budgeting Fundamentals for Time, Money and People

This executive education event considers the costs, in time and money, of the candidate, the candidate’s family and volunteers, associated with a successful campaign.

Running for Office in Mississippi: Communicating with Potential Constituents

This executive education event identifies options and availabilities for effective communication with potential constituents. Communication options cover: signage, handbills, bumper stickers, mailers, use of phone banks, blast emails and social media, as well as the time-honored house to house method of communicating with voters.

CENSUS AND REDISTRICTING

Introduction to Census and Redistricting

This course reminds you of everything you can't remember from civics, plus a more in-depth overview of the various uses of census data in state and local government as well as business and industry. Included is a hands-on exploration of census data available online. Upon completion, students should be able to:

- Understand the public policy behind the decennial census
- Understand the use of census results
- Be acquainted with time frames for census information collection and responsibilities for delivery to executive and legislative bodies
- Grasp the convergence between census data and the requirements of redistricting and realignment of local governmental districts based on census data
- Understand the requirements of Section 2 of the Voting Rights Act
- Develop a strategic plan for dealing with census data upon delivery

Legal Protocols for Congressional Redistricting

[Prerequisite: Introduction to Census and Redistricting]

This executive education event is an introduction to the process by which federal congressional reapportionment which requires districts be redrawn for U. S. House seats in some states as a result of each decennial census. Upon completion, students should be able to grasp the convergence between census data and the requirements of realignment of U. S. Congressional districts as a result of reapportionment based on census population.

Legal Protocols for Legislative Redistricting

[Prerequisite: Introduction to Census and Redistricting]

This executive education event is an introduction to the process by which Mississippi legislative districts are redrawn as a result of each decennial census. Upon completion, students should be able to grasp the convergence between census data and the requirements of state redistricting, as well as an understanding of litigation that historically arises in this process.

Legal Protocols for Local Redistricting: Section 5 and DOJ Preclearance

[Prerequisite: Introduction to Census and Redistricting]

This executive education event is an introduction to the process by which local voting districts are redrawn as a result of each decennial census. Upon completion, students should be able to grasp the convergence between census data and the requirements of local redistricting as well as the obligation of localities to preclear these decisions with the Department of Justice.

CITY FOCUS

Legal Authority for Municipal Law Enforcement

This executive education event presents the legal requirements incumbent on municipal entities for law enforcement as well as liability incurred for law enforcement action. Included are sections on statutory authorization for municipal law enforcement, municipal liability for law enforcement action, initiating municipal law enforcement policies and pitfalls of municipal law enforcement.

The Position of the Chief Administrative Officer in Municipal Government

This executive education event considers the legal position of the Chief Administrative Officer in city government. This event is perfect for new CAOs, a refresher for experienced CAOs, and a must for aldermen in cities considering implementation of this position.

How to Change Your Municipal Model

This executive education event charts the legal process required in order for a municipal government to change form, including petition and election, as well as practical tips on building community support for the action and implementation of the new model.

COMMUNITY ENGAGEMENT

Doing Democracy

Wanna be a rabble-rouser? A trend-setter? Wanna make a difference in your community? Come to this education event and learn how to energize your community to solve the problems that you see. Included are considerations of community democracy and involvement, discursive dialog, engaging supporters and volunteers, and implementing your vision.

Basics of Social Capital Theory: The Value of Networking

The most successful people have a handle on networking, which is the practical application of social capital theory. Learn to be an extraordinary networker by examining how to initiate network connections, keep them up, and mine them to meet your changing needs. You will learn the basics in order to be a networker extraordinaire.

Advanced Social Capital Theory

[Prerequisite: Basics of Social Capital Theory: The Value of Networking]

Networking is only one element of implementing social capital theories. Learn the difference between bridging capital and bonding capital and develop a thorough understanding of the theory of social capital and its effectiveness in local communities.

How to Facilitate a Strategic Planning Retreat

Plans and strategies often do not get implemented because the people who are to implement the plan were not involved in its creation. Communities that are involved in the strategic planning process are more likely to support the strategic plan and become involved in its success. This event will guide the participant through the steps involved in how to serve as a facilitator at a strategic planning session.

Comprehensive Public Policy Primer

We talk about public policy all the time. But what is it really? Consider public policy: what is it, who makes it, and the impact of community involvement on policy. Examine the evolution of policy over time, as well as events which compel immediate changes in policy.

Community Organizing Nuts and Bolts

In order to understand community organizing, you must understand community. Community is not just where you live; it's broader than that. This education event discusses community theory and focuses on nuts and bolts of organizing various communities of interest to move your municipality toward the action of your dreams.

ECONOMIC DEVELOPMENT

Understanding and Using Incentives for Economic Development Projects

Incentives are used more and more in economic development projects. Subjects covered in this course include tax incentives, permitting as a development strategy, fast-tracking, evaluating projects, understanding return on investment, legal issues, federal and state incentives, using clawbacks and more. There is extensive use of case studies in this course.

Economic Development for Public Officials

Understanding economics and community development fundamentals is critical for public officials in every community. Topics covered include a history of economic development in Mississippi, when to use incentives, site selection factors, the role of economic developers, characteristics of highly successful communities, and much more.

ETHICS

Mississippi Ethics in Government: Overview

This executive education event reflects on the recent history of the ethics in government movement, and focuses on the Mississippi Ethics in Government Law, as well as the authority of the Mississippi Ethics Commission to regulate and enforce ethical behavior in public officials. The complaint procedure process will be explained, and the Code of Professional Conduct for Mississippi Public Officials will be discussed.

Mississippi Ethics in Government: Employing and Contracting

[Prerequisite: Mississippi Ethics in Government: Overview]

This course seeks to familiarize public officials with the activities which are the focus of the vast majority of investigations of the Mississippi Ethics Commission – conflict of interests in public contracting and employment. Methodically the conflict of interest statute will be discussed and case studies will require application. If you are a public official, make sure that you understand conflict of interest in actions relating to employing and contracting with individuals with whom you are statutorily barred from action.

Mississippi Ethics in Government: Experientially Understanding Advisory Opinions

[Prerequisite: Mississippi Ethics in Government: Overview]

This event familiarizes participants with the Mississippi Ethics Commission Advisory Opinions and reliance thereon. There will be a hands-on introduction the Commission's Advisory Opinion database and exercises which will ensure the participant's facility with the on-line opinion database.

There are few questions that the Commission has not already addressed. You owe it to yourself if you are a public official to know how to easily locate previous opinions that may assist you in making decisions on actions which may violate the Mississippi Ethics in Government Law.

Mississippi Ethics in Government: Applied Ethics

[Prerequisites: Mississippi Ethics in Government: Overview and Mississippi Ethics in Government: Experientially Understanding Advisory Opinions]

This executive education event is an applied event in which students are confronted with fact situations and are required to make and defend ethical actions consistent with the Mississippi Ethics in Government Act. It is a hands-on, rigorous course which requires interaction with your cohorts and the ability to craft logical arguments to support the decisions that you make.

Fundamentals of Ethical Theory

No hands-on application here! We look to fundamentals of ethical theory: where do ethics come from? What are the traditional ethical theories applied to public service? The class will be part lecture, part defense of your decisions on questions of ethics, and ultimately, you will define and articulate and defend your particular personal ethical theory.

LEGAL FOCUS

Legal Requirements for Public Meetings

This executive education event presents statutory requirements for public meetings, including established meeting dates, official agenda, official actions, minutes and official action as reflected in minutes of the meeting. This event also presents an overview of executive sessions and common pitfalls of municipal governments.

Public Entities: Agendas and Minutes

[Prerequisite: Legal Requirements for Public Meetings]

A public entity, whether city, county, board or commission, acts solely through its minutes and actions taken in the minutes and the agenda for the meeting should project those items that the entity may act on in the noticed meeting. This course considers why agendas are important, the statutory requirements for agendas for meetings, as well as how motions, seconds and votes should be reflected in the minutes in order to avoid personal liability.

Understanding Conflict of Interest

This executive education event concerns itself with conflict of interest – a term often bandied about in the public arena. Learn to recognize and define conflict of interest before you speak. Alleging that an individual has a conflict of interest is a serious allegation and, quite potentially, defamation. Recognition of one's own conflicts of interest is potentially a liability saving event. The course will cover a universal definition of the term "conflict of interest", conflict of interest profiles in public and private settings, analysis of legal conflicts and ultimately result in developing within the student a baseline for conflicts of interest *versus* best ethical practices in government.

Liability for Public Actions: Personal and Official Capacities

[Prerequisite: Legal Requirements for Public Meetings]

This course defines the manner in which liability attaches to public officials as a result of actions taken in the public venue. The course will cover official actions that can subject a public official to liability, official liability, including bonds, personal liability for public actions, and defenses available to public officials.

Public Obligations to Disabled Americans

This educational event is designed to acquaint public agencies and employers with their obligations relative to the access and employment of disabled Americans. Practical and informative, this event will provide hands-on templates and check-list for the employment process for disabled Americans.

Legal Issues for Planning & Zoning Commissions

This event is designed to introduce basic legal issues that arise in the context of planning and zoning decisions, conflict of interest rules for commission members, and potential public or personal liability for zoning actions. It will also explain the place of the Commission in the process of zoning, its obligations and responsibilities and the limits of its ability to act.

ADEA for Public Entities

This educational event is designed to acquaint public agencies and employers with their obligations relative to the employment of aging Americans. Practical and informative, this event will provide hands-on templates and check-list for the working with aging Americans.

FMLA for Public Entities

This educational event is designed to acquaint public agencies and employers with their obligations relative to Family Medical Leave. Considerations include the interplay of FMLA with workers' compensation leave, personal leave and sick leave, as well as providing policy templates to aid an agency in adopting a FMLA policy.

Administrative Law for Public Officials

This four course series must be taken in order, as the courses build upon the information contained in the prior courses.

Administrative Law for Public Officials I: Administrative Functions

Most employees come to an administrative agency without a clue about administrative functions, which include legislative, regulatory and judicial functions. For effective agency operation, an understanding of administrative functions is necessary. Considerations for discussion will include policy and regulation, obligations to the Mississippi Secretary of State, and a careful consideration of the Mississippi Administrative Procedure Act.

Administrative Law for Public Officials II: Distinguishing Legislative and Judicial Functions

Can you identify legislative and judicial functions in which your agency engages? If not, you need this course. Administrative and regulatory bodies serve many functions. Being able to distinguish between the functions and draw the line between agency interplay and incestuous agency activity can save your agency time, money and lawsuits.

Administrative Law for Public Officials III: Regulatory Functions

Understanding the regulatory function of your agency is essential to its appropriate functioning. This course will discuss regulatory functions generally, procedures for regulatory activity, and considerations of the constitutionality of regulatory activities, adequate notice of regulatory action, licensing as a regulatory function and its requirements.

Administrative Law for Public Officials IV: Administrative Hearing Functions, Policies, Procedures and Ordinances

All administrative agencies which have a regulatory component should have a method for reconsideration or appeal of regulatory action which is reasonably user-friendly while protecting the rights of the agency and the regulatees or licensees. This course describes the legal requirements for administrative hearings, the administrative hearing process, and the development of policies, procedures and/or ordinances which establish this process for the public.

LITIGATION? OH, NO!

So You're on the Witness List

If you serve as a public official for any length of time, odds are that you will be on a witness list in some litigation involving your public entity and a disgruntled individual or group. This case has been developed to educate the public official on what to anticipate in the event of litigation against the entity as well as what to expect as a fact witness in litigation against the entity.

The Role of Expert Witnesses in Public Entity Litigation

Often litigation against public entities will require the use of expert witnesses to bolster the position taken by the entity. Before public officials make a decision to hire an expert witness, they should understand the role of the expert witness in the litigation, know what to look for when selecting an expert witness, and reasonable expectations of expert witnesses. This course will also cover the “expert witness rules” contained in the Federal and Mississippi Rules of Evidence.

MEDIA ISSUES

Website Basics

Troubled by websites and HTML? This education event will not turn you into a techno-nerd, but it will make you a savvy web communicator.

Social Media

Flummoxed by Facebook, Twitter, professional links, and subscriptions to feeds? This education event will explain social media to you and suggest effective ways to implement social media to communicate with constituents or community volunteers.

Crisis Management

Be prepared for a crisis. Of course, you can't be prepared for every potential crisis but you can learn the basics of crisis management so that you can turn to them to effectively manage the next crisis that besets your public entity. While those things that seem like a crisis often pass without significant conflict, it is good to know the methods for deflecting or acknowledging responsibility for a crisis.

MISCELLANY GOOD FOR EVERYONE!

Document Management

This executive education event presents the basic theory of document management measures, methods and evaluations in order to define objectives for managing current and retained documents, as well as criteria for document destruction. Issues covered include the scope of document management, objectives of document management for managers, activities related to current and retained documents, procedures for documents scheduled for destruction, and an overview of document management policy development.

Applied Document Management

[Prerequisite: Document Management]

This executive education event builds on the initial document management course. As an applied event, attendees will begin evaluation and construction of a document management policy for official or personal use. We will use hands-on technique, dialog and reasoning to determine document management objectives for *your* management project, developing policies that will meet those objectives, and developing techniques for implementation and compliance with your document management system.

Dealing with Diversity

This executive education event defines diversity and discusses skills which enable an individual to deal effectively with situations (employment/office or social/community) which include individuals from diverse backgrounds (race, nationality, religious affiliation, gender, age and others) by developing an understanding of different diversity concepts, diversity skills, the affirmative significance of diversity in the workplace or community, and an understanding of the effects of bias based on xenophobia.

Documenting Employment Decisions

It is not true that public employees can't be fired! We owe it to the taxpayers to relieve them of employees who do not contribute. We do this by effectively documenting decisions. This education event is designed to assist employers and managers (both public and private) in establishing a procedure for documenting employment decisions, and creating an effective vehicle to support demotion and dismissal.

Lillie Ledbetter Obligations for Employers, Public & Private

The Lillie Ledbetter Act of 2009 took a giant step toward equalizing the playing field for women employees. In doing so, it created new employer liabilities. Learn about these and how to document decisions which can support your employment policies.

Violence in the Workplace: Instituting Protections, Understanding Liabilities

Going postal isn't funny! This executive education event is designed to assist employers and division directors understand personal and public capacity liability in the event of workplace violence and develop a workplace violence policy that will protect employees from danger and protect you in the event of litigation.

Conducting Public Meetings

We live in a society that embraces the concept of parliamentary democracy in the operations of all public meetings, whether official or social. Understand the history of parliamentary democracy and its protections and learn practical tips for undertaking and directing successful public meetings. An

understanding of group dynamics, types of leaders and leadership, agendas and minutes, as well as committee appointments for effective action will be provided.

Parliamentary Democracy

This four course series must be taken in order, as the courses build upon the information contained in the prior courses.

Robert's Rules of Order I: Conceptual Understanding

Why do Americans and others who live in modern democracies rely on Robert's or other regimented rules of parliamentary democracy? Develop a conceptual understanding of the application of rules and functions and responsibilities of participation in a group governed by such a system.

Robert's Rules of Order II: Officers and Committees

Develop an understanding of institutional officers and their responsibilities, as well as standard committees and the responsibilities of committee members to guide and direct policy. After attending this course, you should be able to draft a basic constitution and by-laws for an association, as well as an effective committee report. Templates will be provided and discussed.

Robert's Rules of Order III: Motions and Official Acts

Motions and official acts in a public meeting are often confusing to observers and intimidating to many potential actors. Learn the correct language of motions, which motions supersede others, challenges to official action and the role of a parliamentarian in a public meeting.

Robert's Rules of Order IV: Applied Parliamentary Procedure

The only way to test what you've learned is to apply it in a free-wheeling meeting. Using several fact situations, we will move toward action in reliance on the activity of the participants. Hands on correction and embellishment will be provided. Once you've survived Applied Parliamentary Procedure, you're ready to take on any association!

Capital Campaigns & Annual Funds

Raising money is necessary to all community activities. This event discusses the considerations for designing capital campaigns, annual funds, and miscellaneous fundraising which relies on solicitation. The 1-2-3 steps to design these fundraising activities will be provided in a template which can be accommodated to your community interest.

Leadership Principles

This education event will discuss the primary leadership theories, obligations of leadership, mentoring, succession planning plus developing objectives for motivational *leading from the front!* Considerations include institutional leadership and situational leadership.

Using the Internet to Communicate

This education event will explore ways to stay in touch with and inform constituents or community activists in today's electronic world. How to set up and use blogs, email and Web sites using the Internet will be the focus of this hands-on workshop.

Organizational Theory and Behavior

This course examines the concepts, analytical tools, and personal skills relevant to the study of behavior in organizations. The course uses simulations, case studies and discussion. It explores planned organizational change, the relationship between accomplishing tasks and fulfilling a mission, and other crucial topics in organizational life.

Understanding Deliberative Democracy

Many Americans believe that deliberative democracy is dead, not only at the governmental level but in our social institutions as well. This course defines deliberative democracy and the parameters of public discourse. In addition, it teaches a model for facilitating deliberative discourse in a governmental, business or social setting.

Principles of Negotiation for Employment Issues

Avoiding lawsuits is at the top of most business and personal lists. Learn tested strategies to negotiate employment issues which could lead to litigation.

Presentation Skills

This course focuses on methods for improving presentational skills for short interdepartmental report presentation and then requires the application of the methods in practice sessions to build confidence and clarity.

NON-PROFITS

Fiduciary Responsibility for Non-Profit Board Members

This executive education event identifies issues that should be considered when determining whether or not to serve on a non-profit board. Such service brings with it legal obligations and substantial fiduciary responsibility to the non-profit entity, financial supporters and grantors, and the community which the non-profit serves. Learn the meaning of fiduciary responsibility as it impacts

transparency in fiscal management. Training specifics include identifying and understanding a board member's responsibilities, the application of Sarbanes-Oxley to non-profits, synchronicities between publicly traded boards and non-profit boards, and common pitfalls of non-profit boards and board members.

Fundamentals of Non-profit Management

This course provides an overview of the historical development of the non-profit sector, an introduction to emerging issues and leadership challenges for the sector, and a close look at management issues unique to the non-profit sector. The class also examines the missions, operations and challenges of non-profit organizations.

Governance and Planning in Nonprofit Management

This course introduces the governance process in non-profit organizations, including the composition, roles and responsibilities of governing boards; the relationship between boards and staff; and the role of governing boards in planning. It examines strategies for analysis and intervention when governance structures are not serving organizational needs.

Volunteer Engagement and Resources Management

This course focuses on the dynamics of volunteerism in non-profit organizations and in the life of the community. We will examine definitions, values, standards and what constitutes effective practice in the field of volunteer resources management today. Students will also consider challenges, opportunities and expectations for the future of the field. While the course is especially designed for current or future executives and managers of non-profit organizations, it will also benefit others who plan to work with volunteers and those who want to develop their own vision for the field of volunteerism.

Law for Non-Profit Organizations

This course examines the legal history and frameworks of non-profit organizations. Emphasis is placed on the laws relating to the incorporation and tax exempt status of non-profit organizations. The course includes an examination of how non-profit organizations influence legislation and rule-making processes. Students look at issues of accountability for non-profit organizations and analyze the differences between profit and non-profit organizations.

Human Resources Management for Nonprofits

This education event provides an overview of the human resources function, with emphasis on the unique issues facing non-profit organizations. It examines challenges of recruitment, retention, compensation and personnel policies. Special attention is given to the role of boards and other volunteers.

Marketing for Nonprofits

This course examines research and marketing techniques used by non-profits. Included are an examination of the importance of long range strategic planning for non-profit organizations' market development. The course involves students in exercises in brand development and management, audience targeting, development of key messages, and other components of effective communication.

Financial Management for Nonprofit Organizations

Providing an introduction to the concepts and techniques of financial management applicable to non-profit organizations, the course focuses on non-profit accounting, the interpretation and analysis of non-profit financial statements, data and procedures for operational forecasts and budgets, financial responsibility, and the duties of non-profit boards with regard to fiscal management.

Starting a Non-profit in Mississippi

This four course series must be taken in order, as the courses build upon the information contained in the prior courses.

Mississippi Non-profits I: Organizing the Legal Way

The first course in the four course series will help those interested in starting a non-profit organization. Participants will learn the practical and legal steps to successfully organize and secure proper approval to operate as a tax exempt organization.

Mississippi Non-profits II: By-laws, Boards and Bringing in the Money

In the second session participants will review how to create by-laws, set up a board of directors, create a funding plan, incorporate with the Secretary of State, hold organizational meetings, complete the IRS application for tax-exempt status and obtain approval to solicit contributions in Mississippi.

Mississippi Non-profits III: The Paperwork is Complete: What next?

In this session we overview marketing, fund development, program development, outcomes and performance measures or, in other words, building your business plan for your non-profit organization.

Mississippi Non-profits IV: Stakeholders – Who They Are and Why We Need Them

Who are your stakeholders and why are they important. In order to run a successful non-profit you need to identify your stakeholders and what they can do for you. This session will help participants to identify who they need to engage and where to find these important people who are essential to the success of the non-profit organization.

Non-profit Grant Writing

This extensive course will teach non-profit employees how to create the case for financial support – telling your story for funding purposes. The course will help participants build on the four primary tools: a case for support; a team of committed stakeholders and volunteer leaders; a network of community supporters, and an action plan to diversify resources that brings together your best case, your committed team, and the support of the community.

Volunteer Recruitment, Retention and Recognition

In this course, participants will learn the importance of volunteers in the non-profit organization. Recruiting the right volunteers for the right positions, retaining those volunteers through recognition, and the effectiveness of volunteers to increase your bottom line will be the focus of the training event.

Non-profit Staffing

Learn how executive directors should recruit, motivate and retain non-profit staff members. People are the most valuable asset of any entity, but it takes special people to work for the “mission” of an organization. Come and learn how to find the right people to drive your mission-driven non-profit.

Board Governance: How Important is it Anyway?

Learn the role of the board versus the role of the executive director in this course on board governance. Participants will learn how to utilize the skills of board members and how to recruit the “best” board members. In addition, the class will identify the roles of both the board and executive director and where they overlap.

PUBLIC MANAGEMENT ISSUES

Outcomes Measurement for Public Projects

This executive education event defines the purpose of outcomes measurement, how to identify outcome objectives and implement measurement techniques in order to evaluate the success of public projects. In addition to understanding outcomes measurement and identifying outcomes objectives, participants will learn to test outcome objectives and reconcile service outcomes and well as how to fashion a report to reflect the success of the project.

Creating Job Descriptions

This course offers the reasons that public managers should create job descriptions and how to do so. We discuss why job descriptions are important, how to write a job description, ADA considerations, revising job descriptions as circumstances change, and implementing job description audits.

Creating Criterion-Based Employee Evaluations

[Prerequisite: Creating Job Descriptions]

This training event defines criterion-based evaluations and offers a pattern-based model for developing evaluations which are closely related to employee job descriptions. It also provides a template for, and experience in, evaluation technique and documentation and valid communication techniques to the employee, including delivering the news that a PIP is necessary for the employee's continued employment.

Performance Improvement Plans [PIP]: Objectives and Coaching

[Prerequisite: Creating Criterion-Based Employee Evaluations]

This training event defines employee performance improvement plans, offers insights on how to set clear improvement objectives and coach the employee for improvement. Included are templates for model objectives for improvement. With the use of these templates, participants learn to establish achievable objectives which mirror evaluation deficiencies and how to express and document the achievement of these objectives. Templates for a PIP policy are also provided.

Communication Techniques for Public Officials

This four course series must be taken in order, as the courses build upon the information contained in the prior courses.

Communication Techniques I: Effective Aural Techniques

Effective public officials *listen* to their constituents. Course I teaches effective listening techniques for use in any situation, public or private. We also engage in the evaluation of Steven Covey's Habit 5: "Seek first to understand, then to be understood" and its value for public officials.

Communication Techniques II: Effective Verbal Techniques

Verbal communication is vitally important to a public official's ability to make his positions, and the supporting rationales, known to constituents. Course II teaches effective verbal techniques for use in any situation.

Communication Techniques III: Effective Written Communication

Written communication provides paper trails which can effectively protect or sabotage any individual. Course III teaches the importance of effective writing: direct, cogent, concise, clear and objective. This course also explores the danger of written communication in the public arena.

Communication Techniques IV: Press Communications

Many individuals elected to office encounter their first experiences with the professional press. Course IV teaches elected officials the "rules" in dealing with professional journalists, including "off

the record” statements, speaking with clarity and specificity, not talking too much, and the ability to remain silent on an issue without it appearing there is something to hide.

Personnel Policies for Local Governments

All governments should have personnel policies which are implemented, effective, followed and provided for employee understanding and appreciation. This executive education event explores why a governmental entity should have (review and revise) personnel policies, how to begin to adopt (review/revise) policies, how to determine necessary *versus* extraneous policies for your environment, and effective methods of policy implementation. Templates for a form ordinance for adoption of a personnel policy is provided and the participant is given a password to the Stennis Personnel Policy database which will be effective for 30 days immediately preceding the training session.

Understanding Disaster Planning Obligations for Local Governments

This executive education event discusses disaster planning – from statutory obligations to policy implementation for all sorts of disasters from Katrina to workplace violence to pandemics to flood. Be ready when the time comes, or it will be too late.

Writing a Disaster Plan

[Prerequisite: Understanding Planning Obligations for Local Governments]

This event is a hands-on writing event which provides templates, checklists and helps the participant leave the event with the beginnings of a workable disaster plan for the agency.

Encouraging Community Involvement: Blessing or Curse?

This training session analyzes the statutorily authorized boards and commissions available in Mississippi government, their usage, and the advantages and disadvantages of implementing boards and commissions in your community.

Understanding Millage for Budget Purposes

This education event defines millage and describes the use of millage for tax levy and budgeting purposes. A great primer for those who are confused by consideration of the fiscal budget.

Understanding Bonded Indebtedness for Budget Purposes

One of the few methods of raising cash other than a tax levy, bonded indebtedness is specifically authorized by the Mississippi Code. This training event considers bonded indebtedness, the legal process required in order to float a bond issue, and the limitations on the use of bond funding.

Essential Problem Solving Strategies for Law Enforcement

Fighting crime and protecting individuals and property requires not only the law enforcement expertise taught at the academies, it requires patience, perseverance, and the capacity to understand

the other fellow's position. Whether the other fellow is right or wrong, approaching him with respect and dignity and listening to his explanation goes a long way toward getting the job done with the least hostility or violence. Developed specifically for law enforcement in the State of California, Essential Problem Solving Strategies for Law Enforcement is a short course designed to optimize the very short time our officers have to make connections with the fellow on the street, whether victim or perpetrator.

THE "101" SERIES 2011

Constantly in demand, our 101 series courses are short and sweet explanations of the topics they describe. Our short courses can come to you!

[Councilman, Alderman and Selectman 101](#)

[Annexation 101](#)

[Planning and Zoning 101](#)

[Executive Sessions 101](#)

[Mississippi Public Records Act 101](#)

[Research Methods 101](#)

[Not-for-Profits 101](#)

[Recycling 101](#)

[Understanding Transparency 101](#)

[Principles of Grant Writing 101](#)

[Gender Issues in Personnel Management 101](#)

[Municipal Sales Tax Diversions 101](#)

[Paper Trails 101](#)

"BEST PRACTICES" SERIES 2011

Another series of short courses which travel well, these best practice topics are back by popular demand.

Best Practices in HR

Best Practices in Administration of ADA, FMLA, WC & General Employee Benefits Law

Best Practices for Master Plans and Community Growth

Best Practices for Privatization

Best Practices for Documenting Citizen Satisfaction

Best Practices in Deposition or Trial Testimony