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**Office of the
City Clerk**

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April 10, 2013

Re: Technical Training for Clerks, Series 100

Dear Council,

I had the opportunity to attend Technical Training (TTC) for Clerks Series 100 at the University of Riverside Extension Center March 12-15, 2013. Institute Director Maureen Kane has served as the TTC instructor since the program was developed by CCAC in 2002.

Series 100 is a compilation of 7 sessions each presented by several experts in the field of topic. Each session included a vast amount of information presented via Power Point and was question and answer oriented. Students were broken up one on one and into groups of 3 to 5 throughout the series to participate in exercises related to the session topic.

Session 101 Local Government Overview was presented by Lee Price, and Colleen J. Nicol, both Master Municipal Clerks with a wealth of experience in the field. The objective of this session was to review the origins and formation of local government, discuss the history and theory of the State and local government, increase understanding of how the structure divides responsibility/explore the role of the municipal clerk in the process and identify areas where the municipal clerk can increase effectiveness.

Session 102 Municipal Clerk Profession was presented by Lee Price and Vicki Kasad, both Master Municipal Clerks. The objective of this session was to examine why you are well suited for this career and what tools you need to help you be more successful as well as identifying opportunities for "Take Home" learning and professional development.

Session 103 Management Skills was presented by Colleen J. Nicol, Master Municipal Clerk with a wealth of knowledge. The objective of this session was to review the Management Skills Pyramid which showed all the skills a manager must master to be successful and how these management skills build on each other toward success. Students were asked to identify their current position on the pyramid and asked to discuss their strengths and challenges with each other in small groups.

Session 104 Influencing Others was presented by Roger Burgraff, Ph.D. Dr. Burgraff stated that his professional life mission is to help people communicate more effectively. The objective of this session was to learn to influence through communication in context of relationships and tools of influence.

Session 105 Communication Skills was presented by Lee Price, Master Municipal Clerk and Maureen Kane, Institute Director. Discussion ensued to provide examples of what the City Clerk can do to improve communication and understanding of local government. This was a very informative session.

Session 106 Ethics and Personal Values was presented by Ron Richmond, D.P.A. and Mike Goldware, J.D. of Compass Consulting. The Universal Principles discussed were (1) Self Determination through promise keeping, truth telling and confidentiality (2) the Obligation to Avoid Harm (3) Doing Good and (4) Fairness/Entitlement. Exercises were created to assist us in answering personal questions about ourselves and group dilemmas were presented to challenge our personal beliefs. Students were then asked to rate themselves on a personal ethics scale and consequences for being unethical were presented.

Session 107 Clerk's Role in Emergency Crisis Management was presented by Lee Price, Master Municipal Clerk; Eva Buice, Certified Municipal Clerk and Maureen Kane, Institute Director. The course objectives were to increase awareness of disaster and emergency related risks/hazards in our community; to evaluate our current community organizational and personal disaster plans and attitudes; identify our personal and professional role, responsibility and legal obligations; and develop and "action list" of reasonable goals to make ourselves more effective and responsive within the next three months. Students were broken up into groups, provided with a scenario and asked to present an action plan.

Overall this series was extremely informative. The group interaction was methodically structured so that students were able to meet many of the other students attending. I have to admit, I found the group exercises to be the most difficult part of the series, as it forced me out of my comfort zone. However, in the end, the group exercises allowed me to get to know others in the field of government and gain knowledge from their experiences.

Sincerely,

Kristie Baley
City Clerk