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## MEMORANDUM

**To:** Lemoore City Council  
**From:** Janie Venegas, City Clerk   
**Date:** September 24, 2014 **Meeting Date:** October 7, 2014  
**Subject:** Technical Training for Clerks – Series 100

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I had the opportunity to attend Technical Training for Clerks (TTC), Series 100 at the University of Riverside Extension Center September 9-12, 2014. Institute Director Maureen Kane has served as a TTC instructor since the program was developed by the City Clerk Association of California (CCAC) in 2002.

Series 100 was a compilation of seven 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. There were 76 in attendance at this conference and students were broken up into groups of six to ten throughout the series to participate in exercises related to the session topic.

The seven sessions were as follows:

- 101 – Local Government Overview
- 102 – Municipal Clerk Profession
- 103 – Management Skills
- 104 – Influencing Others
- 105 – Communication Skills
- 106 – Ethics and Personal Values
- 107 – The Clerk's Role in Emergency Crisis Management

All sessions were extremely informative, however, I took particular interest in two of the sessions. "Influencing Others" presented in session 104 was enlightening. We discussed the importance of speaking so as not to be misunderstood and utilizing the tools of influence. The tools are words, voice, actions/non-verbal behavior and appearance. The use of these tools will help a person to be better understood.

I also enjoyed "Ethics and Personal Values" presented in session 106. It was rather alarming to read a handout that said 91% of America lies on a regular basis, unless those statistics are lying. It also stated people make lying acceptable and they tend to rationalize their story. This handout encompassed all lies regardless if they were "little white lies" or large grandiose lies. Truth-telling is a choice and it is best to tell the truth all the time. There is no benefit to being a brutal truth-teller and it is best to weight the statement and balance how you tell the truth but do tell the truth.

Overall, this series was extremely informative. The group interactions were extremely beneficial and I was allowed to interact with others in the field of government and gain knowledge from their experiences.

I truly appreciate the opportunity to attend this training.

Thank you.