

# 2018 Delaware Master Municipal Clerks Certificate Courses

## Leadership and Administration

**March 9 | 10:00 a.m. to Noon**

This session will include three foundational success strategies focused on the influence of strong leadership, the process steps for mapping goal achievement, and utilizing time-tested competitive advantage tools and techniques. The strategies can be applied in both the personal and professional lives of attendees, and will be experienced via engaging activities of hands-on learning.

**Presented by Frank Ingraham, Ed.D., SHRM-SCP, SPHR**

## Job-Related Stress Management

**March 16 | 9:00 a.m. to Noon**

The Occupational Safety and Health Administration has declared stress a hazard of the workplace. A certain amount of stress is necessary to complete and balance activities of daily living. Knowing your body's language and what it tells you is the key. You can, with this knowledge, control your body's response to your environment, attain a feeling of self-control and achieve productivity. Being in charge of your own stress will not only boost your self-esteem and performance but will change the matrix of your environment into a more relaxed and happier place to be.

**Presented by Nina Crile, RN, BSN, MBA/HCA, LMT, CST Major, USAF Retired**

## Advancing Your Public Speaking Skills

**March 16 | 12:30 to 4 p.m. Part I & AND**

**March 23 | 3:00 to 4:00 p.m. Part II**

Participants will learn the key elements of preparing a presentation that effectively conveys and educates information on any topic. A high-energy, interactive workshop to help you prepare and deliver a powerful presentation. Each participant will have the opportunity to present a short presentation during the workshop.

**Presented by Robert Johnston, President, Delaware Leadership Academy Inc.**

## Collaborating in Public Service

**March 23 | 1:00 to 3 p.m.**

This session will focus on strengthening formal and informal partnerships with federal, state, county, city and town police departments. Examine the benefits of collaboration, learn about hot topics (e.g., active-shooter scenarios), and understand what current resources are available to enhance public safety within your municipality.

**Presented by Chief Patrick Ogden, Chief of Police, University of Delaware Police Department**

## Fraud in Public Entities

**April 6 | 9 to 10:30 a.m.**

The local media has highlighted a variety of issues that fall within the legal standards of "fraud." This session examines the guidelines for clerks in undertaking their responsibilities in an ethical manner and highlights strategies for avoiding ethical traps with co-workers as well as how to respond when potential ethical issues are discovered.

**Presented by Barrett Edwards, Esquire**

## Media Relations

**April 6 | 10:30 a.m. to Noon**

From the perspectives of a city manager and news editor, learn methods for establishing and maintaining an effective relationship with reporters, understand the basics of a media release, and strategize how to be prepared for and communicate during a crisis.

**Presented by Eric Norenberg, City Manager of City of Milford, Del., and Jennifer Antonik, News Editor, The Milford Chronicle**

## Advanced Records Management

**April 6 | 12:30 to 2:30 p.m.**

This session focuses on the types of electronically stored information municipalities have, updates on the rules governing the preservation and collection of electronically stored information, and what to expect regarding electronically stored information when dealing with lawyers in litigation.

**Presented by Ryan P. Newell, Esquire**

## Knowledge Management

**April 6 | 2:30 to 4:00 p.m.**

Knowledge management is a workplace practice centered on the belief that knowledge is a valuable asset for both employees and organizations. Knowledge management practices aim to improve the understanding, organization, and transfer of workplace knowledge within an organization. Years of research have shown that effective knowledge management practices have the potential to improve job performance and efficiency, as well as increase succession planning. In this session, participants will get an overview of knowledge management practices and gain an understanding of how knowledge-sharing can benefit themselves, their colleagues, and the future of the organization.

**Presented by Daniel Henne, Institute for Public Administration, University of Delaware**

## Sexual Harassment in the Workplace

**April 13 | 12:30 to 2 p.m.**

The focus of this presentation will be to educate the audience on: how to identify sexual harassment in the workplace, how to avoid harm and/or respond if subjected to harassment, and what an employer's duties are in order to prevent and promptly correct sexual harassment when it occurs.

**Presented by Mary Akhimen, Esquire**

## Revenue and Fiscal Management

**April 13 | 2:00 to 4:00 p.m.**

A Capital Improvement Plan is a long-range plan designed to coordinate planning, scheduling, and financing of large construction projects and purchases of major equipment. It links the municipality's comprehensive plan and its annual operating budget. It describes in detail the projects that need to be accomplished in order to implement the comprehensive plan. It also provides a blue print needed to complete projects that have been authorized in the city's annual budget.

**Presented by Teresa (Terry) Tieman, Town Manager,  
Town of Fenwick Island**

## Risk Management (Hometown Security)

**April 20 | 1:00 to 4:00 p.m.**

The Delaware Information and Analysis Center (DIAC) serves as Delaware's designated "fusion center." The DIAC takes an "all crimes, all hazards" approach to public safety and includes other disciplines or stakeholders in the information sharing environment within Delaware. The concept of a fusion center is to intake information from multiple sources, determine their validity and relevancy, then analyze, collate, and organize this information into useful and relevant analytical products for dissemination to Delaware stakeholders, which have a right and need to know this information for public safety.

**Presented by Detective Kerstetter, Terrorism Liaison,  
Delaware State Police**

**If you are interested in registering for one of these courses to earn MMC certification credits, contact Fran Fletcher at [franf@udel.edu](mailto:franf@udel.edu).**