

THE JOHN SCOTT DAILEY FLORIDA INSTITUTE OF GOVERNMENT AT FAU

**PROFESSIONAL DEVELOPMENT AND RECERTIFICATION COURSES FOR
LOCAL GOVERNMENT AND NON-PROFIT PERSONNEL**

- ▶ **Water-Wise Landscaping: Maintaining Public Landscaping in the Face of Water Shortages**
 - ▶ **Criminal Code Enforcement: The Code Team Concept**
 - ▶ **Effective Customer Service: Fish and Pickles**
 - ▶ **Property Maintenance Codes**
 - ▶ **Basic Zoning Concepts for Code Officers**
 - ▶ **It's Getting Hot in Here: Strategies for Staying Cool When Interacting With Others**
 - ▶ **Certificate Program in Public Records Management**
 - ▶ **Code Investigations in Mobile Home Parks**
 - ▶ **Project Management for Professionals**
 - ▶ **Dealing With Unlicensed Contractors**
-

Florida Atlantic University
777 Glades Road
Bldg. 44, Room SO 277
Boca Raton, FL 33431-0991

The John Scott Dailey Florida Institute of Government at FAU
Celebrating 25 years of service to the public sector

Non-Profit Org.
U.S. POSTAGE
PAID
BOCA RATON, FL
Permit No. 77

WATER-WISE LANDSCAPING: MAINTAINING PUBLIC LAND- SCAPING IN THE FACE OF WATER SHORTAGES

The desire for low maintenance, low water use, and affordable landscapes has been compiled into the Water Wise Principles. These principles are best presented through information from those agencies who manage the blue for our green - the Water Management Districts. We will discuss what is and is not water wise in our landscapes, how to design water wise plantings, establishing and maintaining water wise plantings by changing your maintenance as everything grows, and then inspect landscape areas for the water wise feature. Help your community reduce water consumption levels by getting a handle on how landscapes can turn down, or turn off, the spigot.

►February 29

8:30 a.m. - 4:30 p.m.

7 hours/7 CEUs

Instructor: John Harris

Fee: \$110.00

Location: FDOT, Ft. Lauderdale

CRIMINAL CODE ENFORCE- MENT: THE CODE TEAM CONCEPT

Florida law allows for criminal prosecution of code and building violations by municipalities and county agencies. Come and learn how traditional civil code enforcement has evolved into criminal investigations for code violations in the city of Fort Lauderdale. You will learn how investigations are conducted, why they are needed, and how that impacts local governments. These are real applications that might work well for your city or county.

►March 7

8:30 a.m. - 12:30 p.m.

4 hours/.4 CEUs

Instructor: Estelle Abrams

Fee: \$75.00

Location: Ft. Lauderdale

EFFECTIVE CUSTOMER SERVICE: FISH AND PICKLES

This workshop focuses on providing great customer service. The FISH philosophy is a stress reducer and indicator to your employees of the importance of choosing an attitude. Give 'em the Pickle is a fun, motivating look at the most important thing employees can do in business: take care of the customer. At the conclusion of this program, participants will understand that great departments and successful employees emphasize the following:

- Service - Make serving others your number one priority. You work in a noble profession, so be proud of what you do and where you work.
- Attitude - Choose your attitude. How you think about customers is how you will treat them.
- Consistency - Customers return because they like what happened the last time. Set high service standards and live them every day.
- Teamwork - Commit to teamwork; look for ways to make each other good.

►March 27

8:30 a.m. - 12:30 p.m.

4 hours/4 CEUs

Instructor: Don Wykis

Fee: \$75.00

Location: Boynton Beach

With governmental agencies being asked to do more with less, public sector employees are finding themselves faced with more challenges than ever before. Let us know how we can help meet your training and professional development needs, or help redesign your programs and processes.

Please contact Sarah Shannon:

Phone: 561/297-3749

Email: sshannon@fau.edu

Don't forget to visit our website

www.fau.edu/fiog

**All confirmations and directions
are sent by email unless you
indicate otherwise.**

PROPERTY MAINTENANCE CODES

Code Enforcement Officers used to use a version of the Standard Housing Code; when publication of this code ceased, many departments switched to a modified version of a Property Maintenance Code. Some items are quite easy to determine: if your code says grass is not to be over twelve inches high, take a ruler and measure it. But what do you do when the owner claims it is not grass at all, but an expensive ground cover that is supposed to grow eighteen inches high? And what about overcrowding? How do you determine the number of people living in a house and how many people should be allowed to live there? All Code Inspectors run into the same problems, but there does not appear to be enough sharing of information between departments. This class is designed to generate discussion between .

►April 10

8:30 a.m. - 12:30 noon

4 hours/4 CEUs

Instructor: Steve Uman

Fee: \$75.00

Location: Boynton Beach

BASIC ZONING CONCEPTS FOR CODE OFFICERS

The main goal of this workshop is to zero in on the basics involving zoning concepts and procedures. Items to be covered are:

- the history and development of zoning regulation
- private restrictions on land use
- the zoning ordinance
- government agencies, boards, and personnel
- judicial review of zoning
- special problems
- spot zoning and contract zoning
- nonconforming uses and grandfather status
- equitable estoppel and vested rights
- the First Amendment and zoning

►April 16

8:30 a.m. - 12:30 p.m.

4 hours/4 CEUs

Instructor: Dick Doody

Fee: \$75.00

Location: Tamarac

IT'S GETTING HOT IN HERE: STRATEGIES FOR STAYING COOL WHEN INTERACTING WITH OTHERS

Do you feel sometimes that people have a remote control and know just what buttons to push to get you "fired" up? Can you be having a picture perfect day and all of a sudden somebody gets you so mad that they bring out the worst in you? It can happen to the best of us. With today's workloads and job demands it can be a real challenge to stay calm when being criticized, confronted or questioned. We know we can't eliminate situations that may cause conflict altogether but we can learn how to resolve them. This course will provide strategies for keeping emotions in check, staying level-headed and communicating positively in a "heated" conversation. So when there is a next time you'll be prepared to "stay cool".

► May 1

8:30 a.m. - 12:30p.m.

4 hours/.4 CEUs

Instructor: Jennifer Pustizzi

Fee: \$75.00

Location: **Boynton Beach**

CERTIFICATE PROGRAM IN PUBLIC RECORDS MANAGEMENT

This program is designed to inform and update public sector personnel about records management and maintenance under Florida law. The four three-hour modules will address new technologies and management systems in the field of records management.

Module I focuses on the basics of records management and maintenance, including public records law in Florida, privacy vs. right-to-know, and records retention and destruction.

Module II addresses file management and design and includes an historical look at files management, equipment and supplies, and information storage and retrieval systems.

Module III covers imaging, with particular focus on legalities and standards related to microfilm and optical digitizing, computer retrieval systems, and cost analyses.

Module IV discusses disaster preparedness/recovery systems and contemporary records management issues, including off-site storage, facilities management, and vital records. A certificate will be awarded to those attending all four modules.

► May 8 and 9

9:00 a.m. - 4:00 p.m.

12 hours/1.2 CEUs

Instructor: Steve Lewis

Fee: \$169.00

Location: **Ft. Lauderdale**

CODE INVESTIGATIONS IN MOBILE HOME PARKS

This workshop will provide useful strategies for police, building, fire, and code inspectors when conducting inspections at mobile home parks. The workshop will also provide helpful resources regarding appropriate investigation procedures. Topics to be covered include:

- dealer and management issues
- land ownership issues
- trailer registration and title issues
- tenancy issues and complaints
- mobile home installation requirements
- electrical concerns at trailer parks
- plumbing and septic tank issues
- building code issues and permitting
- fire hydrants and access issues
- prospectors requirements

► May 9

8:30 a.m. - 12:30 p.m.

4 hours/.4CEUs

Instructor: Estelle Abrams

Fee: \$75.00

Location: **Ft. Lauderdale**

**ALL CLASSES
have been approved
for
F.A.C.E.
recertification credits.**

**ANY OF THESE
CLASSES CAN BE
OFFERED ONSITE.**

**For information email
Sarah Shannon
sshannon@fau.edu
or call
561/297-3749**

**For a complete list of
onsite training classes
visit www.fau.edu/fiog**

PROJECT MANAGEMENT FOR PROFESSIONALS

This workshop provides participants with a hands-on approach for managing projects. A five-phased process for managing projects will be discussed. The course is built around the five phases of project management: Initiating; Planning; Executing; Controlling; and, Closing. The course design is based upon adult education theory. Discussion, dialog, participation and application in the real world are incorporated into the session. Terry A. Clark, AICP, PMP is author of the book *Project Management for Planners: A Practical Guide* published by the American Planning Association Planners Press in January 2002 and facilitates the workshop.

As a result of this workshop, participants will be able to:

- define key project management concepts and terms
- start a project properly
- develop a Work Breakdown Structure
- prepare project schedule and cost estimate
- learn important management techniques

► May 29

8:30 a.m. - 4:30 p.m.

7 hours/.7 CEUs

Instructor: Terry A. Clark AICP, PMP

Fee: \$110.00

Location: **Boynton Beach**

DEALING WITH UNLICENSED CONTRACTORS

This workshop will teach police and code officers the basics of the Florida Unlicensed Contractor laws, Florida Statutes 489.127, and the "cooperative approach" required by agencies who investigate those incidents. The class will discuss the law and its applications in both law and code enforcement. Different strategies for investigation and the elements needed for successful case filing and prosecution of these cases will be detailed.

► June 13

8:30 a.m. - 12:30 noon

4 hours/.4 CEUs

Instructor: Estelle Abrams

Fee: \$75.00

Location: **Ft. Lauderdale**

Professional Development and Recertification Programs

SPRING 2008

How to Take Advantage of These Opportunities!

To Register: The deadline for registering is three weeks prior to the date of the class. Please complete the form, indicating the class(es) you wish to attend, and return the registration form with a check, or purchase order. You may fax your registration to 561/297-4479 and send the check or purchase order separately. **We are now able to accept payment by agency credit/purchasing card or individual credit/debit cards.** If you wish to pay in that manner, please call 561/297-3749 (our website does not provide a secure method for paying via credit card). Registration fees cover course materials and morning refreshments. Participants will be on their own for lunch. Confirmation and driving directions will be sent to you upon receipt of your registration form.

You may also register online. Please go to www.fau.edu/fiog. Click the "upcoming programs" tab at the top, find the class(es) you would like to register for, and follow the link to register online. You will need to send payment separately.

Cancellation/Refund: Requests for refunds must be submitted in writing and received no later than one week prior to the day of the class. In those cases, the registration fee, less a \$30.00 administrative charge, will be refunded. No requests for refunds will be honored after that date. Non-attendance does not constitute a withdrawal or refund request. We reserve the right to cancel a class; in that case, registration fees will be refunded in full.

Location: The programs will be presented at different locations, so please be sure to check the confirmation/driving directions for each class.

For more information: Please call us at 561/297-3749 or email sshannon@fau.edu. Please call us at least seven days in advance if you require reasonable accommodation under the Americans with Disabilities Act.

YES! Please register me for:

- Water-Wise Landscaping: Maintaining Public Landscaping in the Face of Water Shortages** \$110
February 29 (FDOT, Ft. Lauderdale)
- Criminal Code Enforcement: The Code Team Concept** \$ 75
March 7 (Ft. Lauderdale)
- Effective Customer Service: Fish And Pickles** \$ 75
March 27 (Boynton Beach)
- Property Maintenance Codes** \$ 75
April 10 (Boynton Beach)
- Basic Zoning Concepts for Code Officers** \$ 75
April 16 (Tamarac)
- It's Getting Hot in Here: Strategies for Staying Cool When Interacting with Others** \$ 75
May 1 (Boynton Beach)
- Certificate Program in Public Records Mgmt.** \$169
May 8 and 9 (Ft. Lauderdale)
- Code Investigations in Mobile Home Parks** \$ 75
May 9 (Ft. Lauderdale)
- Project Management for Professionals** \$110
May 29 (Boynton Beach)
- Dealing With Unlicensed Contractors** \$ 75
June 13 (Ft. Lauderdale)

TOTAL \$ _____

Please feel free to duplicate the registration form, but please do not put more than one name on each form.

Please make checks payable to FAU and mail to:

The John Scott Dailey Florida Institute of Government at FAU
777 Glades Road
Bldg. 44, Room SO 277
Boca Raton, FL 33431-0991

Name _____

Title _____

Organization _____

Address _____

City _____ ZIP _____

Telephone _____ Fax _____

Email _____

IOG use only:

Check _____ P.O. _____

Receipt _____ Ack. _____