

THE JOHN SCOTT DAILEY FLORIDA INSTITUTE OF GOVERNMENT AT FAU

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

- ▶ **Maintaining A Positive Attitude**
 - ▶ **Speed Reading And Knowledge Management**
 - ▶ **Effective Communication/Listening Skills**
 - ▶ **Certificate Program In Public Records Management**
 - ▶ **Building Green**
 - ▶ **25 Hours In A Day**
 - ▶ **How To Write A Research Legal Paper**
 - ▶ **The Permitting Process**
 - ▶ **Property Maintenance Codes**
 - ▶ **It's Getting Hot In Here: Strategies For Staying Cool When Interacting With Others**
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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 over 25 years of service to the public sector

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MAINTAINING A POSITIVE ATTITUDE

At some point, most people come to realize that their career isn't a sprint, it's a marathon! Maintaining the same enthusiasm and positive attitude we had when we first started in our careers is not easy. This workshop explores what happens to us along the way and covers a variety of things we can do to maintain a positive attitude at every stage of our career. The workshop will cover methods for dealing with the negative people with whom we come into contact; positive practices for keeping ourselves challenged; and ways for enjoying our day-to-day work. Participants can expect a lively and fast-paced program that will energize them to stay in the race.

► October 7

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

4 hours/4 CEUs

Instructor: Ralph Parilla

Fee: \$75.00

Location: **Tamarac**

SPEED READING AND KNOWLEDGE MANAGEMENT

This one day practical workshop is specifically designed for people who want to increase their reading speed, with better comprehension and more effective knowledge management techniques. What You Will Learn:

- Awareness and assessment - learn the benefits of speed reading
- Power Browsing - power browse a book - any book in just 10 minutes
- Rapid scanning - exercises to develop your reading speed and comprehension
- Reading Strategies - match your reading approach and your reading purpose and prioritize your reading demands
- Mind Mapping - A new dimension in reading, thinking, note taking and knowledge management
- Action planning - how to continue developing your reading speed, comprehension, and recall
- How to mind map an entire book in less than an hour
- Develop your own knowledge manual
- The expert strategy to knowledge management success
- Master memory principles and rhythms - insight into the different types of memory, how it works, and how to remember during and after learning

► October 16

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

6 hours/6 CEUs

Instructor: Richard Israel

Fee: \$99.00

Location: **Tamarac**

EFFECTIVE COMMUNICATION/LISTENING SKILLS

If you have ever been frustrated in an interaction with another, had the experience that people don't listen or you can't get a word in, this workshop is for you. Being an effective communicator is one of the most important characteristics of a successful individual. This workshop will allow you to determine your own personal communication style and enhance your listening skills while learning how to communicate effectively. Learn how to maintain your own personal power in any communication no matter what the situation.

► October 23

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

4 hours/4 CEUs

Instructor: Nicole Gasparri

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.

► November 6 and 7

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

12 hours/1.2 CEUs

Instructor: Steve Lewis

Fee: \$169.00

Location: **Miramar**

BUILDING GREEN

This workshop provides a general understanding of what it means to build Green Homes, homes that have low environmental impact. Most people, given a choice, would choose to live in a healthier, more efficient home, a home that requires minimal maintenance and is as mold-resistant and pest-resistant as possible. The concept of building Green Homes and green buildings in general is no longer the dream of a few eccentric environmentalists.

Rather, the idea of building green is expanding rapidly as both small localized builders and the large nationwide builders embrace the notion. It is as important for all building departments to understand the concepts behind building green, as it is for the builders and developers to know what they really mean when they advertise the sale of green buildings.

► November 13

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

4 hours/4 CEUs

also approved for BCAIB credits

CILB number 0009560

Instructor: Steve Uman

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.

**25 HOURS IN A DAY:
TIME MANAGEMENT AND
ORGANIZATIONAL SKILLS FOR
THE OFFICE PROFESSIONAL**

Ever feel like your "To Do" list never gets touched? Do you end your day, week, or month not knowing what you accomplished? If so, this time management workshop is for you! You'll identify your time traps and improve work performance. The three components of effective time management practices are introduced and supported by organizational tips. Discover creative methods for moving paper, handling meetings, and managing interruptions. This program will help you change your 24 hour day into a 25 hour day!

► **November 14**

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

4 hours/.4 CEUs

Instructor: Jennifer Pustizzi

Fee: \$75.00

**Location: Ft. Lauderdale (City
Commission Chambers)**

**HOW TO WRITE A RESEARCH
LEGAL PAPER**

This class teaches the necessary skills for those preparing to write the legal issue paper for Code Enforcement Professional (CEP) certification. In order to attend the class and submit the legal paper, attendees must be certified in all three levels of code enforcement. The class includes the selection of a topic and the process to have the topic accepted. The class will cover general guidelines such as the required format for the paper, communicating the information clearly, the proper use of supporting data, and utilizing acceptable standards of spelling and grammar. The class will also address the six paramount rules of good legal writing and several additional rules of good writing. Although it is not required for this class, those who plan to write the legal issue paper are urged to obtain a copy of the latest edition of the MLA Handbook for Writers of Research Papers.

► **November 21**

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

4 hours/.4 CEUs

Instructor: Steve Uman

Fee: \$75.00

**Location: Ft. Lauderdale (City
Commission Chambers)**

THE PERMITTING PROCESS

This class provides a general overview of the building permitting processes that are common to most building departments. Because certain functions of code enforcement officers and building inspectors are often inter-related, code people should have a working knowledge of the permitting process. The class includes discussion of applications and checklists, contractor licensing laws and owner-building exemptions, planning and zoning, building plan review, issuance of permits, certificates of completion and certificates of occupancy, and record-keeping. The class includes the reading of surveys and site plans and the basics of interpreting and understanding construction drawings.

► **December 4**

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

4 hours/.4CEUs

Instructor: Steve Uman

Fee: \$75.00

Location: Boynton Beach

**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 inspectors from various jurisdictions on a variety of topics that we all have to deal with.

► **December 10**

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

4 hours/.4 CEUs

Instructor: Steve Uman

Fee: \$75.00

Location: West Palm Beach

**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".

► **December 12**

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

4 hours/.4 CEUs

Instructor: Jennifer Pustizzi

Fee: \$75.00

**Location: Ft. Lauderdale (City
Commission Chambers)**

**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**

Professional Development and Recertification Programs

FALL 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 by email 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, that are sent to you by email, 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:

- Maintaining A Positive Attitude** \$ 75
October 7 (Tamarac)
- Speed Reading And Knowledge Management** \$ 99
October 16 (Tamarac)
- Effective Communication/Listening Skills** \$ 75
October 23 (Boynton Beach)
- Certificate Program In Public Records Mgmt.** \$169
November 6 and 7 (Miramar)
- Building Green** \$ 75
November 13 (Boynton Beach)
- 25 Hours In A Day** \$ 75
November 14 (Ft. Lauderdale City Commission Chambers)
- How To Write A Research Legal Paper** \$ 75
November 21 (Ft. Lauderdale City Commission Chambers)
- The Permitting Process** \$ 75
December 4 (Boynton Beach)
- Property Maintenance Codes** \$ 75
December 10 (West Palm Beach)
- It's Getting Hot In Here: Strategies For Staying Cool When Interacting With Others** \$ 75
December 12 (Ft. Lauderdale City Commission Chambers)

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 _____

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