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**THE JOHN SCOTT DAILEY FLORIDA INSTITUTE OF GOVERNMENT AT FAU**

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

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- ▶ **Effective Email Communication**
  - ▶ **Conflict Management**
  - ▶ **Records Management For Law Enforcement Agencies**
  - ▶ **Effective Customer Service And Positive People Skills:  
12 Tools To Keep Your Cool And Confidence**
  - ▶ **Public Speaking 101 For Code Enforcement Officials**
  - ▶ **Certificate Program In Public Records Management**
  - ▶ **Business Tax Enforcement For Code And Business Tax Professionals**
  - ▶ **Power Up Your Memory**
  - ▶ **Special Magistrates And Code Enforcement**
  - ▶ **Giving And Receiving Feedback**
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the John Scott Dailey  
**FLORIDA  
INSTITUTE OF  
GOVERNMENT**  
at Florida Atlantic University

Florida Atlantic University  
777 Glades Road  
Bldg. 44, Room SO 108  
Boca Raton, FL 33431-0991

*Celebrating over 30 years of service to the public sector*

**OR  
Current Resident**

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Permit No. 77**

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## EFFECTIVE EMAIL COMMUNICATION

Email has revolutionized the way we communicate with others in business and in our personal lives. This class focuses on the so-called "netiquette" of business communications. Email may be thought of as being more informal than a postal letter, but it becomes a permanent record and forms an important element of our professional image.

### ► March 22

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

4 hours/.4 CEUs

Instructor: Steve Uman

Fee: \$75.00

Location: **Boca Raton**

## CONFLICT MANAGEMENT

Most people are very uncomfortable when it comes to conflict. Yet, conflict is a natural part of life, and without it things would not progress but instead stagnate. The problem many times is not the conflict but rather the way people handle conflict. This program provides a practical skill set to help participants resolve or manage conflict more successfully. The program includes:

- establishing an environment conducive to resolving conflicts when they arise
- learning to recognize both the positive and negative by products of conflict
- helping others involved in conflict to use the conflict resolution process
- acquiring a specific set of skills designed to manage conflict more successfully

### ► March 29

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

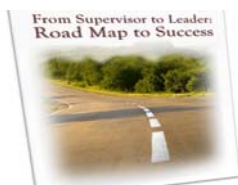
4 hours/.4 CEUs

Instructor: Trina Pulliam

Fee: \$75.00

Location: **Tamarac**

Watch Our Web Site for:  
"From Supervisor to Leader:  
Road Map to Success."



website: [www.fau.edu/fiog](http://www.fau.edu/fiog)  
or call: 561/279-3749

## RECORDS MANAGEMENT FOR LAW ENFORCEMENT AGENCIES

This program is intended for Florida public law enforcement agency records custodians, management, and staff, including police departments, sheriff's departments, and highway patrol, FDLE, and wildlife officers. This course is designed to provide:

- an overview of the Law Enforcement Records Laws to include requirements and restrictions relative to access, scheduling, and dispositioning.
- management techniques, including file arrangements, equipment, and supplies
- a detailed review of information management technologies to compare and contrast microfilm with optical imaging and related indexing strategies

### ► April 3

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

Not Eligible for F.A.C.E. credits

Instructor: Steve Lewis

Fee: \$95.00

Location: **Boca Raton**

## EFFECTIVE CUSTOMER SERVICE AND POSITIVE PEOPLE SKILLS: 12 TOOLS TO KEEP YOUR COOL AND CONFIDENCE

This workshop is the ultimate guide for customer service for public sector employees and supervisors to keep centered when dealing with co-workers and citizens. Adding to the stress level inherent in any organization are the side-effects of downsizing and belt-tightening measures that result in increased workloads. Participants will learn to manage tensions and pressures in every area of their lives with greater ease and confidence. This workshop will provide 12 easy to use tools to enhance internal and external customer service, improve the quality of work, and promote positive relationships.

### ► April 12

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

4 hours/.4 CEUs

Instructor: Gay Lynn Williamson-Grigas

Fee: \$75.00

Location: **Boca Raton**

Confirmations and driving directions are sent by email unless you indicate otherwise

## PUBLIC SPEAKING 101 FOR CODE ENFORCEMENT OFFICIALS

As Code Officers, every time we stand before the Board or Special Master to present our case, we are representing our jurisdiction and displaying our public speaking ability. Do you get anxious or nervous? Is your presentation organized? Have you practiced what you plan to say? Are you prepared to answer questions? This class focuses on your public speaking engagements so you can be well prepared and thus totally relaxed; attendees will not be asked to make a presentation in front of the class.

### ► April 19

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

4 hours/.4 CEUs

Instructor: Steve Uman

Fee: \$75.00

Location: **Boynton Beach**

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

"Records Management for Law Enf. Agencies" is not approved for FACE credit

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

**For a complete list of our  
onsite training classes view  
our catalogue at:  
[www.fau.edu/fiog](http://www.fau.edu/fiog)**

**For more information email:  
[sshannon@fau.edu](mailto:sshannon@fau.edu) or  
call 561/297-3749**

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](mailto:sshannon@fau.edu)**

## 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 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 a historical look at file 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. each day

12 hours/1.2 CEUs

Eligible for 2 CMC pts

Instructor: Steve Lewis Fee: \$175.00

**Location: Palm Beach Gardens\*\*\***

## BUSINESS TAX ENFORCEMENT FOR CODE AND BUSINESS TAX PROFESSIONALS

This class is designed for the person who wants to become knowledgeable in Business Tax and Florida Statute 205. We will focus on how to incorporate the statute for your day-to-day application. We will discuss enforcement techniques and how you can pursue delinquent businesses to pay, using both the Florida Statutes and your local Business Tax Ordinances. We will talk about judicial systems that might be advantageous for your city or county to utilize and how to build a case to present to the Board or Magistrate. Business tax inspectors, code enforcement officers and support staff will benefit from the education and class participation. After taking this class, you will be able to present to your jurisdiction various ways to enhance your Business Tax revenue.

### ► May 10

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

4 hours/.4 CEUs

Instructor: Skip Margerum

Fee: \$75.00

**Location: FAU, Fort Lauderdale**

## POWER UP YOUR MEMORY

A good memory is not exclusive to a fortunate few. Everyone can learn to use more of their potential when it comes to expanding their memory. This program provides participants with a variety of tools and strategies to power up their memory. You will:

- learn to remember anything in less than a minute
- know how to remember information when you need it
- master memory principles and rhythms
- develop a fool-proof method for outlining important information
- learn how to achieve long term retention of any information

### ► May 17

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

4 hours/.4 CEUs

Instructor: Richard Israel

Fee: \$75.00

**Location: Tamarac**

## SPECIAL MAGISTRATES AND CODE ENFORCEMENT

This workshop will examine how special magistrate proceedings differ from hearings held before code enforcement boards and will look at both the advantages and disadvantages of the special magistrate system, including observations on how code enforcement cases look from the other side of the dais. Major topics to be covered include:

- the role of the government attorney in special magistrate proceedings
- the final order and its remedies
- post-hearing issues
- recommendations

### ► June 7

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

4 hours/.4 CEUs

Instructor: Dick Doody

Fee: \$75.00

**Location: FAU, Fort Lauderdale**

**In an effort to service our northern constituents better the Institute is holding one of our most popular classes:**

***"Certificate Program In Public Records Management"* at a new location:**

**\*\*\*Palm Beach Gardens\*\*\***

## GIVING AND RECEIVING FEEDBACK

Feedback is a way to let people know how effective they are in what they are trying to accomplish, or how they affect you. It's not about telling people what's wrong with them!

Effective feedback provides a way for people to learn how they affect the world around them, and it helps us to become more effective. If we know how other people see us, we can overcome problems in how we communicate and interact with them. In all feedback encounters there are both givers and receivers. You will:

- understand the process for effective giving and receiving feedback
- learn how to give good feedback using guidelines
- practice handling criticism with honesty and grace

### ► June 13

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

4 hours/.4 CEUs

Instructor: Myra Quinn

Fee: \$75.00

**Location: FDOT, Fort Lauderdale**

# \$AVE!

In an effort to help government agencies with their training needs the IOG is pleased to offer:

**20% off of class fee if your agency registers 4 or more attendees to any ONE class**

## IOG NEWS!

**The Institute has moved:  
The new room number is now SO 108, the address is the same**

## COMING SOON!

**New Course Catalogue  
Newly Designed Webpage  
([www.fau.edu/fiog](http://www.fau.edu/fiog))**

# Professional Development and Recertification Programs

## SPRING 2012

### How to Take Advantage of These Opportunities!

**To Register:** The deadline for registering is two 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 also 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](http://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:** Cancellation requests must be submitted in writing and received no later than one week prior to the day of the class. In such cases a \$30.00 administrative fee, will be charged. No cancellation requests will be honored after that date. Non-attendance does not constitute a withdrawal or waive the administration fee. We reserve the right to cancel a class; in that case, registration fees will be refunded in full. If you prefer a credit to reschedule the class, the credit must be used within one year of the date of class.

**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](mailto: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:**

- Effective Email Communication** \$ 75  
March 22 (Boca Raton)
- Conflict Management** \$ 75  
March 29 (Tamarac)
- Records Management For Law Enforcement Agencies** \$ 95  
April 3 (Boca Raton)
- Effective Customer Service And Positive People Skills: 12 Tools To Keep Your Cool And Confidence** \$ 75  
April 12 (Boca Raton)
- Public Speaking 101 For Code Enforcement Officials** \$ 75  
April 19 (Boynton Beach)
- Certificate Program in Public Records Management** \$175  
May 8 and 9 (Palm Beach Gardens)
- Business Tax Enforcement For Code And Business Tax Professionals** \$ 75  
May 10 (FAU, Fort Lauderdale)
- Power Up Your Memory** \$ 75  
May 17 (Tamarac)
- Special Magistrates And Code Enforcement** \$ 75  
June 7 (FAU, Fort Lauderdale)
- Giving And Receiving Feedback** \$ 75  
June 13 (FDOT, Fort Lauderdale)

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 108  
Boca Raton, FL 33431-0991

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ ZIP \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

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IOG use only:

Check \_\_\_\_\_ P.O. \_\_\_\_\_

Receipt \_\_\_\_\_ Ack. \_\_\_\_\_

**TOTAL** \$ \_\_\_\_\_