

Solutions for
a Stronger
Community



the John Scott Dailey

FLORIDA
INSTITUTE OF
GOVERNMENT

at the University of South Florida

When you have
Extraordinary Challenges,
you need
Exceptional Solutions,
and the Florida Institute
of Government is dedicated
to help you reach
and achieve those goals.



director's welcome

The John Scott Dailey Florida Institute of Government (FIOG) at the University of South Florida is committed to providing continued outreach and education for local governments, non-profits and special districts within the Tampa Bay Region. The FIOG fulfills this commitment by striving to increase the quality and effectiveness of government in Florida.

We understand that public sector entities continually face unique and dynamic challenges. Often these difficult circumstances require the need to do "more" with "less." The FIOG is dedicated to help you meet these challenges!

We hope you take the time to look through this training catalog and let us know how we may help you meet your organizational needs to better serve the citizens within our communities. The institute's training programs include a variety of workshops for individuals at all levels. The programs are designed to provide participants with the skills needed to succeed in the ever changing world.

While this catalog describes workshops most frequently requested by our clients, the FIOG can tailor our curriculum to meet your specific needs. The FIOG staff will be pleased to meet you at your location to find out how we can assist you.



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PLANNING

After you have discussed your needs and your objectives with the FIOG staff, we will work with you to select the appropriate courses, instructors, and dates for training workshops. If you desire, we will arrange a consultation between you and the proposed instructor(s) to ensure that the program will meet your expectations.

If you would like to schedule a class that is not included in the Institute's curriculum, we will make every effort to develop an appropriate training program for you.

INSTRUCTORS

The instructors who conduct training for the FIOG are well versed in the needs of the public sector. Instructors are drawn from both the private sector and the academic field. Many of our instructors are specifically requested time and again by clients—evidence of the quality of their work.

IMPLEMENTATION

Once training needs are determined, the local government and the Institute work together to bring the program to completion. As a general rule, responsibilities are delegated as follows:

The John Scott Dailey Florida Institute of

Government at USF

1. Assists in identifying and analyzing your training needs.
2. Works to design programs to fit your budget, address your organization's specific concerns, and fulfill your goals.
3. Prepares a contract for the instructor to conduct the training and authorizes payment to the instructor once the workshop has been completed.
4. Certifies that each training workshop was completed as contracted and provides the client with invoices for training workshops.
5. Upon request, awards Florida Institute of Government Certificates of Completion to workshop participants.
6. When requested by the client, the Institute will also provide staff to assist with registration and arrange for facilities and food service.

CLIENT

1. Submits to the Florida Institute of Government a written confirmation of the training requested.
2. Provides training facilities on-site (when applicable).
3. Provides necessary audio-visual equipment (when applicable).
4. Provides prospective participants with schedules of training workshops.

5. Schedules participants for training sessions.
6. Verifies that the training was conducted and provides the Institute with the number of participants for each class.
7. When applicable, supplies the names of participants to receive Certificates of Completion.

EVALUATIONS

Class evaluations can provide the client and the Institute with an immediate indication of the effectiveness of the instructor and the program content. Upon request, the Institute will make available a sample evaluation for use by the client.

FEES

Fees for training courses vary according to the instructor and the type and length of the program. Upon completion of each workshop, the organization will be invoiced for the total cost of the program.

REFERENCES

The Institute will be pleased to provide the names of contact persons of former clients for which on-site training has been conducted.



FROM SUPERVISOR TO LEADER: Road Map to Success

1/2 day (4 hour) segments

The John Scott Dailey Florida Institute of Government's supervisory course, From Supervisor to Leader: Road Map to Success, consists of five separate modules that are designed to be delivered in a format approved by the client. The course topic areas within the program include:

MODULE 1 - LEADERSHIP THEORIES AND PRACTICES (4 HOURS)

This module is designed to answer questions like "should a supervisor be concerned with their leadership style" and what does the research teach us about leadership?" The content of the module includes a bit of history and a lot of information on contemporary approaches to effective leadership skills. Participants will learn the importance of being a leader in addition to being a supervisor and how their style impacts employee satisfaction and productivity. The importance of trust and the development of trust are components within this module.

MODULE 2 - COMMUNICATION: THE HUMAN SIDE OF WORK (4 HOURS)

A communication model based on True Colors™ is utilized to enhance understanding of the human communication process. Discussion includes identification of the different styles of communication, and how a supervisor might communicate with diverse employees towards more effective relationships. Attentive behaviors practiced in class underscore the importance of listening and non-verbal behavior in communication.

MODULE 3 - PERFORMANCE MANAGEMENT AND DELEGATION (4 HOURS)

This module focuses on managing employee performance including what performance management is, how to analyze performance problems to determine their root causes, a review of how to work with poor performers, the importance of feedback and the formal discipline process. The last section of performance management is an exploration of the steps to proper delegation, and finally, what we know about keeping a workforce motivated to be high performers.

MODULE 4 - CHANGE AND CONFLICT MANAGEMENT (4 HOURS)

Change is not easy for most people. Module 4 focuses on a review of the forces that promote change, the steps in planning for change, awareness of the impact supervisor behaviors have on change, and how to look for opportunities in the workplace to uncover "sacred cows" that are no longer pertinent. The final section of this module explores conflict management, minimizing destructive conflict and turning it into healthy conflict.

MODULE 5 - EMPLOYMENT LAWS AND ETHICAL DECISION MAKING (4 HOURS)

Module 5 includes a review and discussion of six key employment laws that a supervisor should be aware of including the provisions and remedies of each law. The second section of the module centers on ethics, with a definition of ethical decision-making, the role our values play in making decisions, and a framework for ethical decision making.

TRAINING SESSIONS

Management & Leadership



Successful Traits of Leaders!

Leaders are made, not born. Leadership is the art of influencing the behavior of others who work with you to impact the quality of your organization and the success within every team. Leadership is a process that encompasses the right balance of functional and adaptive skills. It is the knowledge of group dynamics and the development of skills needed to meet the objectives of the team, regions and/or the organization. By increasing leadership skills, executives, managers and supervisors increase the overall performance within their areas of responsibility.

This 'interactive' learning experience will define, clarify and reinforce L. E. A. D. E. R. S. H. I. P. responsibilities at all levels. This program will serve as a catalyst for bringing people together to focus and channel their creative efforts toward improving their productivity and impacting profit. Each person will receive an assessment to determine their leadership strengths and have the opportunity to determine how to use their leadership strengths to influence the success of their team.

Program format is a full day.

BENEFITS - As a result of this 'fun' learning experience, participants will be able to:

- Identify the desired characteristics of leaders and how to apply them in every situation
- Understand how the 'chain of team' can impact their team's performance levels
- Assess leadership strengths and how to use those strengths to enhance team performance
- Determine what is needed to create a motivational climate that builds job satisfaction and morale
- Develop techniques to insure the 'succession' of quality for your team in the future
- Realize that Leadership can be a fun and enjoyable experience



Change Management: Dealing With Change

Change in the workplace has become not the exception but the norm. Managers, supervisors, and employees must deal constantly with the differing demands of budgets, coworkers, bosses, and elected leadership. Get quick, usable tips for making everyone more comfortable with the natural stress that change creates!

Program format can be full or half day.

BENEFITS—AS A RESULT OF THIS CLASS, PARTICIPANTS WILL:

- Learn the 2 R's of Change Management
- Assess our Change Resilience
- Identify the 6C's for Making Change Happen



Managing Time, Tasks & Priorities

Customer Service and teamwork is the thrust of our business as public servants. But how do we walk that tightrope between ongoing quality customer service and the stress we experience in our work and our personal lives?

This exciting workshop will enable us to take a look at how we view our work, how we perceive our strengths and what skills we can develop to eliminate stress in our multi-tasked work lives. Methods of learning will include small group interaction, work book exercises, lecturettes and individual assessments.

Program format can be full or half day.

OBJECTIVES:

- An awareness of the process of managing multiple roles
- Our perceptions of the meaning of our work
- Self Image profile - strengths or weaknesses?
- Action plan for balance
- Developing a back-up plan
- Identifying individual signs of stress
- Taking stock: an exercise in juggling
- Solutions to stress problems
- Turning energy zappers into energy refreshers
- How to take control
- Developing self esteem builders



Managing projects from Start to Finish that ensures project success!

When you create a project, develop an action plan and secure support for the outcome, no success is guaranteed unless there are measurements and benchmarks in place for each phase of the project. This interactive workshop will highlight the steps necessary to create the numerous measurements necessary to ensure any project's success. Method of learning will include lecturettes, small group interaction and interactive exercises contained in the 'resource-workbook'.

Program format can be full or half day.

OBJECTIVES:

- Learn how to set up a monitoring system that will keep project leaders up-to-date on the project status
- Determine what criteria is needed to measure projects
- Be able to develop charts for measurements (Gantt, PERT, Milestone, Budget, etc.)
- Develop a template to help identify a project's contingency plan
- 'Tinker' with a project using the systems and criteria identified

TRAINING SESSIONS

Management & Leadership



Communicating in a Multi-Generational Workplace

When asked what can be done to improve our relationships, our teams, our organizations - "communication" is often at the top of the list of answers. Effective communicators consider the role generational influences and experiences play in when, what and how we prefer to give and receive information.

Program format is a half day.

OBJECTIVES:

- Learn persuasive language and turnoffs for each generation
- Learn and complete a basic audience analysis process to help you tailor the message and the mode for ready reception by a given generation
- Use your own real world communication challenges as you design and practice the delivery of information or direction for your multi-generational workforce
- Discuss the modes of communication and consider when each mode is most appropriate and effective – both in terms of message, the audience's generation and the response desired



Leading Through the Generational Lens

Leading cross-generationally means we need to understand what has influenced the beliefs and actions of each generation. It also means that while the current context influences leadership behaviors and responsibilities, the leaders from each generation have also been shaped by the unique experiences of their own generation.

Program format is a half day.

OBJECTIVES:

- Review the events and messages that have influenced each generation
- Consider and weigh what each generation expects and needs from leadership
- Identify what causes a leader to disconnect from members of each generation
- Recognize how each generation has and will change the way organizations are led



Building a Successful Team

Many people may be high performing individuals, but they don't know how to work successfully as part of a team. Supervisors and managers in particular will benefit by learning how to build a productive team.

Program format can be full or half day.

OBJECTIVES:

- To learn the benefits of teams
- To manage the stages of team development
- To determine how to develop team norms
- To learn how to manage change and transition
- To share learning with your team

TRAINING SESSIONS

Personal Growth



Resolving Conflict Successfully

How you deal with conflict on the job can determine your level of success and job satisfaction. This is a workshop designed to help personnel develop an awareness of their style of handling conflicts and what they might do to become more effective in achieving compromises.

Program format can be full or half day.

OBJECTIVES:

- Strengthen relationships through open communication strategies
- Confront others successfully for a rapid solution
- Dissipate anger and not allow it to build up
- Objectively look at both sides of a situation
- Develop a win-win philosophy



Customer Service Excellence

THE WINNING FORMULA

If your job involves frequent contact with the public, this seminar will help you perform your job with greater ease and will lead to improved customer satisfaction.

Program format can be full or half day.

OBJECTIVES:

- Be able to effectively respond to complaints that result in a satisfied customer
- Learn to listen with empathy and communicate using positive body language
- Develop telephone skills that win over customers
- Understand the words to use and not to use to maximize your effectiveness with customers
- Know the five basic needs of customers and how to not just meet but to exceed them



Being POSITIVE in a NEGATIVE world

Studies have shown that the human mind has 100 thoughts per minute, and 75 of those thoughts are NEGATIVE!! It is just the way we are wired. Learn how to think positively and look for the good in any situation. Be more productive at work, and have people want to be around you. Positive people attract the good things in life.

Program format can be full or half day.

OBJECTIVES:

- Turning negative statements about yourself into positive affirmations
- Many ways to make the most of your work environment
- Five simple ways to maintain a positive attitude
- Ways to be less anxious, more creative and highly motivated
- Attracting what you want by being positive
- Working with others...Co-workers, Customers, and Bosses with a winning attitude

TRAINING SESSIONS

Personal Growth



Powerful Presentation & Public Speaking Skills

Most surveys show that public speaking is one of the greatest fears of managers. A presentation is a great opportunity to inform, persuade, and lead, and is one of the keys to success in any field. Whether you are addressing a staff meeting, a council or commission meeting, a community group, or a training class, this seminar will help you alleviate this fear and/or further refine your skills.

Program format can be full or half day.

OBJECTIVES:

- Understand the positive and negative aspects of nervousness
- Determine the purpose of the presentation
- Learn how to research your audience in advance
- Focus on your preferred outcome
- Project confidence and enthusiasm
- Prepare and organize your material
- Control the communication process



Running Meetings Right

Have you ever attended a meeting where there was no agenda or format? Did you feel like there was no order to the meeting? When you left a meeting, have you asked yourself, "What did we accomplish and what must I do before the next meeting?" If you attend this workshop, you will learn the secrets of successful meetings.

Program format can be full or half day.

OBJECTIVES:

- Learn the 5 important keys to successful meetings
- Learn how to create an agenda and keep the meeting on track
- How to identify the 3 phases of all meetings
- How to promote participation
- Identify the 4 key roles for meeting leaders
- How meeting leaders maintain enthusiasm

TRAINING SESSIONS

Personal Growth



Listening—The Key to Team Success & Service

In reality, how do others perceive you as leaders and professionals in the changing world of Libraries? How is your behavior influenced by how others see you? How do you communicate in a positive, assertive way and allow others feedback to help you develop as professionals?

In this interactive workshop, you will have the opportunity to explore how your skill of listening can improve your relationships with coworkers, superiors, and those you serve. You will also look at the connection between your self-concept and your listening style and how it impacts your effectiveness as a member of your team. Method of learning will include small group interaction, work book exercises, & lecturettes.

Program format is half day.

HIGHLIGHTS OF THIS PROGRAM:

- Understanding the importance of listening in the communication process
- Getting your ideas across to others with honesty in a trusting environment
- Identifying the Skills of Listening (Verbal & Nonverbal)
- Getting people to listen to YOU
- Finding out how others see you through their feedback and understanding your reactions to their perceptions
- Establishing trust and credibility through listening -- individually and as a team
- Learning the most important question you'll ever ask
- Team listening and its impact on team success
- 10 Barriers to Effective Listening

TRAINING SESSIONS

Personal Growth



Goal Setting – Your Key to Success!

A goal is not a goal unless it is written down. If you don't know where you are going, any road will take you there! Have you ever heard these sayings? Do you want to be more productive and be more excited about going to work? Do you want to be more excited about life, and get out of the doldrums? Do you feel like you are just muddling through each day? In this workshop, you will learn many ways to set and achieve your career and life goals following simple steps to accomplishment..

Program format can be full or half day.

OBJECTIVES:

- Identify 7 different types of goals
- Learn the s.m.a.r.t. way to set SPECIFIC goals and achieve them
- Learn the difference between dreams and goals
- Actually set achievable goals in the classroom with a follow up from your trainer
- Learn how to set work and business goals that make you more valuable and productive



Four Generations in the Workplace... ARE YOU KIDDING?

Yes that is so true! How do they work together? What is there work ethic? What are their top requests? Attend this half day workshop and find out these intriguing facts about each generation:

- Top attributes of each generation
- Complaints they have toward each other
- Their stereotypes and reality
- Turn ons and Turn offs for each
- Their definition of best boss/worst boss
- Best ways to listen and satisfy each generation
- And much more.

Program format half day.

OBJECTIVES:

- How to build a strong cohesive team through participation and exercises
- How to understand each generations wants and need
- How to communicate and motivate each generation
- How to make a stronger more efficient organization by tuning into each generation's W.I.F.M. (What's in it For Me!)

TRAINING SESSIONS

Human Resources



Harassment Awareness & Prevention

Everyone loses when harassment occurs. It lowers morale and productivity, and it can result in costly, time-consuming lawsuits. The key is to eliminate harassment before it starts. Eliminating harassment begins with employee education and training. Every employee in your organization—from an entry-level worker to the highest-ranking manager—must be able to identify what is considered inappropriate behavior and harassment and what your organization requires of each employee in regard to the anti-harassment policy.

This workshop provides participants with clear and understandable definitions for such terms as Title VII, zero tolerance, hostile work environment, work-related environment, and reasonable person standard, as well as a thorough explanation of the company's policy. In addition, this course is designed with considerable emphasis on sensitizing individuals to the nuances of inappropriate behavior and harassment on the job. By using various scenarios, facilitated discussion, and case studies, participants are able to identify behaviors that the organization considers inappropriate in a work-related environment.

As employees become more familiar with their rights, managers and their organizations can no longer ignore the legal and financial ramifications of harassment in the workplace. A strong policy, training, and education of all personnel are crucial to protecting the organization and its employees.

Program format is half day.

The Supervisors & Managers Responsibilities



It is critical for organizations to provide its supervisors and managers with the skills necessary to help them intervene when inappropriate behavior occurs in a work related environment. Because an organization or agency is represented by and held liable for the actions of its supervisors and managers, employers can be liable when management personnel do not intervene to stop behavior that they are aware of even if no employee has complained.

This workshop provides information and practical "how-to" tools for supervisors and managers in meeting their responsibilities to respond effectively to inappropriate behavior as identified in the organization's policies and procedures. Creating a culture of respect by intervening and eliminating potential harassment from the workplace has huge benefits for everyone.

Program format is half day.

TRAINING SESSIONS

Human Resources



Coaching & Counseling For Job Performance

One of the most dreaded aspects of most managers' role is the evaluation or discipline of an employee. What do they say? How do they give feedback that is perceived as beneficial rather than critical? How do they appraise, motivate, coach, counsel and discipline? These questions will be answered in an exciting, interactive seminar. This session will include case studies, sample feedback, small group interaction, and written exercises. Each participant will receive a resource/workbook.

Program format can be full or half day.

AS A RESULT OF THIS SESSION, PARTICIPANTS WILL BE ABLE TO:

- Determine their approach to Supervision
- Learn how to read the 'esteem' needs of their 'direct report(s)'
- Understand 'Performance Discrepancy' from the performer's point of view
- Become aware of the benefits of Positive Discipline
- Develop Counseling and Coaching Steps with Interview techniques
- Identify Four types of Feedback

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Editing & Proofreading

SPELL CHECK isn't perfect! If you mistakenly type "tot he" instead of "to the," and trust the almighty Spell Check to find and fix your error, your a dead duck! (Spell Check won't catch this one either --the second your in the previous sentence should be you're.)

Do you write letters, emails and reports? Do you check or edit work for others? It's time to take matters back into your own hands to make writing as error-free as you can.

As a capstone to our writing program, participants are taught standard methodology to determine the grade level of writing they create for others. *Participants are asked to bring in a letter, report, newsletter, or other writing to give hands on experience on writing to be understood!*

Program format can be full or half day.

OBJECTIVES:

- Visual perception to enable you to see mistakes
- Common grammar/ spelling/punctuation mistakes which are easy to miss.
- Selecting the proofreading technique most appropriate to the material: columns of numbers, long reports, form letters, etc.

TRAINING SESSIONS

Human Resources



Taking Minutes in the Sunshine

Taking minutes is a difficult task, at best. This workshop is stuffed with tips, hints, and shortcuts that make this hard job easier and that help recorders find the answers to questions like these about the taking of council, board, and workshop minutes. We will look at real examples of the many styles minute takers employ. What works best for YOU?

Program format can be full or half day.

PARTICIPANTS WILL LEARN:

- What does the law require that I include in minutes?
- What parts of the eight pages of notes do I really need in these minutes?
- Should minutes include the Committee's discussions, or just the actions?
- What details of the Sunshine Laws apply to my job?

TRAINING SESSIONS

Media



Media Training Seminar

Training the public and private sectors (10 to 15 participants) to better interact with the news media. The focus is on how to conduct your self with reporters when being interviewed for a story. Facilitator conducts one on one interviews with participants based on a predetermined news scenario. The interviews are taped and critiqued.

Program format can be full or half day.



On-air Training Seminar

Training those in and out television to better interact with the camera and the viewer. The seminar includes valuable tips from the experts, a power point presentation and individual on-air training and critiques. Each seminar lasts four hours and may accommodate up to five participants.

Program format can be full or half day.



TRAINING SESSIONS

Records Management



Basics Of Records Management

This six-hour course is intended for Florida public agency records custodians, RMLO's, management and staff.

Program format is full day.

THE COURSE IS DESIGNED TO PROVIDE:

- An overview of Public Record Laws to include requirements and restrictions relative to access, privacy, scheduling and dispositioning
- Management techniques to include file arrangements, equipment and supplies
- A review of information management technologies will compare and contrast microfilm with optical imaging and related indexing strategies



Records Management FOR LAW ENFORCEMENT AGENCIES

This six-hour course is intended for Florida public law enforcement agency records custodians, management and staff, including Police Departments, Sheriff Departments, Highway Patrol, FDLE, and Wildlife Officers.

Program format is full day.

THE 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 discussed will include file arrangements, equipment and supplies
- A detailed review of information management technologies will compare and contrast microfilm with optical imaging and related indexing strategies

TRAINING SESSIONS

Special Areas



Florida Ethics Lecture

This four-hour lecture will focus on Florida's Ethics Laws, to include Chapter 112, F.S., and the Sunshine Amendment, Article II, Section 8 of the Florida Constitution. And a review of Chapters 119 and 257, F.S. Public Records, and section 286.011, F.S. and the Sunshine Law, Article I, Section 24 of the Florida Constitution.

Program format is half day.

THIS LECTURE PROVIDES:

- A review of Florida "Government in the Sunshine," sufficient to allow registrants the ability to recognize issues
- A discussion of common "Sunshine" misconceptions
- A review of relevant Constitutional Issues, State and Federal
- A discussion of the "Public's Right to Know," vs. our perception of "Privacy"
- A discussion of Public Meetings and Minutes
- A review of "gifts," and reporting requirements
- An extensive review of Public Records and Access vs. Exemptions to Access
- A review of Public Records Access fees



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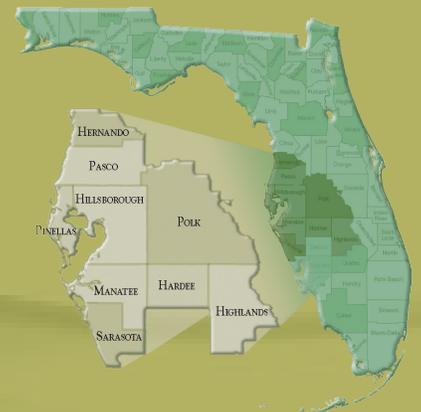
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Serving nine counties in the Tampa Bay region, the FIOG is dedicated to your success, allowing for a better tomorrow for all the citizens of Florida.