

Municipal Clerks Institute 2008 Advanced Academy Program Schedule

Wednesday September 17

8:30am	Welcome, Introductions, Orientation Professional Organization & Certification Update <i>Kim Jones, Institute Director & ACCRTA Officers</i>	CCE 410
9:15am	Clerks & Identity Theft Laws & Prevention <i>Larry Ropp, Pre-Paid Legal Services</i>	CCE 410
10:15am	Break	Lobby
10:30am	Understanding & Managing Conflict <i>Theres Stiefer & Kevin Rose, UA Center for Management & Executive Education</i>	CCE 107
11:30am	Lunch on Your Own	
12:30pm	Understanding & Managing Conflict - conclusion	CCE 107
1:45pm	Municipal Role in Making State Laws <i>Don Zimmerman, Executive Director Arkansas Municipal League</i>	CCE 107
2:45pm	Break	Lobby
3:00-	Legislative Update	CCE 107
5:00pm	<i>Don Zimmerman, Executive Director Arkansas Municipal League</i>	

6:00pm	Social & Photos <i>Sponsored by Municipal Code Corp.</i>	Cosmopolitan – Atrium
7:00pm	Annual Banquet	Cosmopolitan – Ballroom

<i>LOTS OF FUN!</i>	<i>The Gathering Place - Radisson Room 1510 Open 8:30-10:00pm for talking, snacking, and a general good time</i>
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Thursday September 20

8:30am	Handling Crucial Conversations <i>Willie Johnson, Trainer, JB Hunt Transport, Inc.</i>	CCE 410
11:30am	Lunch Presentation (box lunches from Jason's Deli) Energy Efficiency in Municipal Government <i>Paul Suskie, Chair, Arkansas Public Service Commission</i>	TBA
1:00pm	Effective Leadership <i>Willie Johnson, Trainer, JB Hunt Transport, Inc</i>	CCE 410
2:30pm	Excellent Customer Service <i>Willie Johnson, Trainer, JB Hunt Transport, Inc</i>	CCE 410
5:00pm	Wrap-Up <i>Kim Jones, Institute Director</i>	CCE 410

Have a safe trip home!
Mark your calendars for September 16-17, 2009

Special thanks to John Strickland and EDCO for sponsorship of our refreshments!