



Municipal Clerks Institute 2011 Certification Program Schedule

Sunday September 18

Noon	Check-in & Book Exchange Kick-off	GLBL Lobby
1:00pm	Welcome <i>Kim Jones, Institute Director</i>	GLBL 403
1:30-:30pm	The Clerk Profession <i>Kim Jones, Institute Director</i>	GLBL 403
3:30-5:30pm	Business Writing for Clerks <i>M.J. Sell, Sell & Associates Consulting</i>	GLBL 403
5:30pm	Dutch-Treat Group Dinner @ Catfish Hole <i>Meet in Cosmopolitan lobby if you'd like to join us!</i>	

Monday September 19

7:00am	Building Opens / Breakfast Available	Lobby
7:45am	Morning Announcements <i>Kim Jones, Institute Director</i>	GLBL 403
8:00 – 10:00am	Effective Communication <i>Dr. Robert Brady, Chair, UA Communication Dept.</i>	GLBL 403
10:00am	Break	Lobby
10:15am – 12:15pm	Public Administration Topic - TBA	GLBL 403
12:15pm	Lunch by Penguin Ed's BBQ	GLBL 406
1:00 – 3:00pm	Human Resources Update <i>Missy Leflar, Attorney HR Director, City of Fayetteville</i>	GLBL 403
3:00pm	Break	Lobby
3:15 – 5:15pm	Building Professional Credibility <i>Diane Whitbey, CAMC, CMC Clerk & Collector, City of North Little Rock</i>	GLBL 403
5:15pm	Daily Wrap-Up <i>Kim Jones, Institute Director</i>	GLBL 403
5:30pm	Dutch-Treat Group Dinner @ Taste of Thai <i>Meet in Cosmopolitan lobby if you'd like to join us!</i>	

Tuesday September 20

7:00am	Building Opens / Breakfast Available	Lobby
7:45am	Morning Announcements <i>Kim Jones, Institute Director</i>	GLBL 403
8:00-10:00am	Group Dynamics <i>Sheila Pierson, Director of Talent Development Cobb-Vantress</i>	GLBL 403
10:00am	Break	Lobby
10:15 am – 12:15pm	Emergency Management: Ensuring Continuity of Government <i>Sheila M. Annable, Preparedness Division Director AR Department of Emergency Management</i>	GLBL 403
12:15pm	Lunch by Natural State Catering	GLBL 406
1:00 – 3:00 pm	Fundamentals of Municipal Accounting <i>Instructor TBA</i>	GLBL 403
3:00pm	Break	Lobby
3:15 – 5:15pm	Fraud: It Can Happen to You <i>Jerry McCarty, Field Audit Supervisor Arkansas Division of Legislative Audit</i>	GLBL 403
5:15pm	Daily Wrap-Up <i>Kim Jones, Institute Director</i>	GLBL 403
6:15pm	<i>Meet in hotel lobby for transportation to dinner.</i>	
6:30pm	Group Dinner at Powerhouse Seafood 7 special menu choices (includes entrée, drink, dessert)	Cash bar available!

Wednesday September 21

7:00am	Building Opens / Breakfast Available	Lobby
7:45am	Morning Announcements <i>Kim Jones, Institute Director</i>	GLBL 403
8:00- 9:00am	Voter Signature Verification: What You Need to Know <i>Patti Scott-Grey, Clerk City of Texarkana</i>	GLBL 403
9:00am	Welcome to Fayetteville! <i>Mayor Lioneld Jordan</i>	GLBL 107
9:00-10:00am	Self-Management: Overcoming Negativity <i>C.W. Miller, Custom Training Concepts</i>	GLBL 107
10:00am	Break	Lobby
10:15am –	Completion of 9am session: Self-Management	GLBL 107

12:15pm	<i>C.W. Miller, Custom Training Concepts</i>	
12:15pm	Lunch at Cosmopolitan Hotel	McIlroy Rm.
1:00 – 3:00pm	Introduction to Conflict Management <i>Rick Teague, Adjunct Professor</i> <i>U of A Department of Industrial Engineering</i>	GLBL 403
3:00pm	Break	Lobby
3:15 – 5:15pm	Legislative Update <i>Don Zimmerman, Executive Director</i> <i>Arkansas Municipal League</i>	GLBL 403
5:15pm	Daily Wrap-Up <i>Kim Jones, Institute Director</i>	GLBL 403
		GLBL 107
6:00pm	Social & Photos <i>Sponsored by Municipal Code Corp.</i>	Cosmopolitan – Atrium
7:00pm	Annual Banquet	Cosmopolitan – Ballroom

Thursday September 22

7:00am	Building Opens / Breakfast Available	Lobby
7:45am	Morning Announcements <i>Kim Jones, Institute Director</i>	GLBL 403
8:00-10:00am	Customer Service Concepts <i>Pam Belcher,</i>	GLBL 403
10:00am	Break	Lobby
10:15am – 12:15pm	Overview of Municipal Employee Retirement Systems <i>Don Zimmerman, Executive Director</i> <i>Arkansas Municipal League</i>	GLBL 403
12:15pm	Lunch by Natural State Catering	GLBL 406
1:00 – 3:00pm	Ordinances & Resolutions <i>Jason Carter, City Attorney, North Little Rock</i>	GLBL 403
3:00pm	Break	Lobby
3:15 – 5:15pm	Ethical Leadership in City Government <i>Jason Carter, City Attorney, North Little Rock</i>	GLBL 403
5:15pm	Daily Wrap-Up <i>Kim Jones, Institute Director</i>	GLBL 403

Dinner on your own – enjoy!

Friday September 23

7:00am	Building Opens / Breakfast Available	Lobby
7:45am	Morning Announcements <i>Kim Jones, Institute Director</i>	GLBL 403
8:00- 9:00am	Records Retention: Where to Start <i>Sondra Smith, CMC, CAMC</i> <i>City Clerk, Fayetteville</i>	GLBL 403
9:00-10:00am	Writing Wrap-up <i>M.J. Sell, Sell & Associates Consulting</i>	GLBL 403
10:00am	Break	Lobby
10:15am – 12:15pm	Technology in the Clerk's Office <i>Mike Sypult, Computer Training Coordinator</i> <i>U of A Global Campus</i>	GLBL 403
12:15 – 12:30 pm	Wrap-up <i>Kim Jones, Institute Director</i>	GLBL 403

Have a safe trip home!