

# REGISTER ONLINE TODAY FOR AN UPCOMING TRAINING COMING TO DULUTH!



**Cost: \$135/per person per training**  
**Registration: 9:00 – 10:00 a.m. (with coffee)**  
**Training: 10:00 a.m. – 4:00 p.m.**  
**(catered lunch served 12:00 – 1:00 p.m.)**

**THESE SESSIONS ARE OPEN TO ALL COUNTY EMPLOYEES AND OFFICIALS.**

## Speaking in Public, Running Meetings, & Convincing Others - Methods That Work! Monday, June 12, 2017

The ability to speak effectively is an asset in any public or professional setting. Learn effective construction and delivery techniques to ensure your message is delivered as intended. Apply the "STAR" formula for delivering successful presentations. Develop five star speaking skills as you learn how to:

- Start with a solid structure;
- Target your topic;
- Appeal with authority; and,
- Realize your rapport.

These strategies will help you to: Connect and direct your audience. Fine tune your delivery and illuminate the room during your next speaking engagement. Manage your audience with tact.

**Presenter: Jody Janati, University Instructor in Communication Studies & National Consultant**



## Challenging Conversations: Concepts and Tools for Successfully Addressing Tough Conversations That We Dread and Try to Avoid Monday, June 26, 2017

Should I say something or just keep my concerns to myself? Is it worth the risk to bring up this important, yet uncomfortable topic?

We all experience conversations that are difficult; conversations which we would prefer to avoid. However, there are concepts to help better understand why some conversations seem so difficult. There are strategies, techniques and skills you can learn to more successfully engage in challenging conversations.

This workshop will focus on enhancing your understanding of how to approach tough conversations, improving your skills and confidence in addressing difficult situations, and developing strategies for better conversation outcomes. Participants will leave with an enhanced understanding, improved skills and confidence, and strategies to successfully address tough issues in the county workplace.

**Presenter: Kim Boyce, Private Consultant**



## Succession Planning & Leadership Development in County Government: Are You Ready?

**Thursday, August 31, 2017**

With Baby Boomers beginning their exodus into retirement, increasing annual turnover, and demographic shifts in workforce composition many organizations are asking: Are we ready? Do we have the right talent ready to fill the gaps? How are we going to address our workforce challenges?

In this workshop, participants will:

- Explore succession planning and leadership development best practices;
- Learn what processes, approaches and tools are most effective for identifying high potentials, managing talent pools and developing leaders at all levels;
- Assess and consider how engagement, generational differences and a supportive learning culture effects retention and development; and
- Determine next steps in the development of an integrated talent management strategy.



**Presenter: Jan Williams, Hennepin County Strategic Initiatives Project Manager**

## Leading Continuous Improvement in Your County Friday, September 8, 2017

This class is specifically designed for county government employees who wish to hone their skills in basic process improvement tools. Maybe you attended AMC's LEAN 101 class in the past but now you are ready to apply the concepts in your workplace. This is a perfect class for you to practice lean tools.

The class starts with a 30-minute segment on lean basics and the remainder focuses on how to select a county process for improvement; how to build a swim lane map using effective brainstorm methods; seeking consensus through affinity mapping; and using fishbone or impact effort grids.

**Presenter: Toni Smith, AMC Trainer & Private Consultant**



## Creating Healthy Lines of Communication for Your Team – From County Boards to Front-line Staff Friday, September 22, 2017

Most professionals are faced with difficult interactions where their integrity can be comprised. Explore how to effectively communicate, especially when functioning in the role of a group facilitator or leader. Step-by-step methods for dealing with intense conversations and correcting broken relationships will also be discussed.

Learn 101 things to "say and do" during difficult interactions. Maintain your personal integrity through effective communication strategies that really work. Be calm and collected, set healthy boundaries and find your "Conversation Peace."

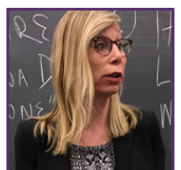
**Presenter: Jody Janati, University Instructor in Communication Studies & National Consultant**



## What's Happening at Your Front Counter? How to be Inclusive and Welcoming Monday, October 23, 2017

This workshop is a combination of Ellie Krug's three most popular sessions, including Gray Area Thinking™ (GAT) inclusivity training. It starts with an understanding of how we group and label other humans (Ellie prefers this phrase given that the word "bias" sometimes connotes being judged); the training then involves an audience participatory "Identity Game" to show how we group and label ourselves; from there, the training involves showing a short video of a man saving a woman from suicide to introduce the gray area thinking toolset; the training then proceeds to discussing the three levels of inclusivity (e.g. tolerance, acceptance, and party host) and on the value of allyship. Then, participants create a Workplace Diversity & Inclusion Plan with consideration toward the organizational challenges of initiating a plan; a useful template to create a basic plan; and how to "sell" the plan to persons in power. Finally, participants will try out courageous conversations in the areas of diversity and inclusion.

**Presenter: Ellie Krug, Diversity Speaker, Training Consultant & Former Attorney**



**LEARN USEFUL MATERIAL AND PRACTICE NEW SKILLS WITH YOUR COLLEAGUES – WITHOUT TRAVELING FAR FROM HOME!**

Find location details and register online today at:  
[www.mncounties.org/meetings\\_and\\_education/regional\\_training.php](http://www.mncounties.org/meetings_and_education/regional_training.php)



**Association of Minnesota Counties**