



Association of
Minnesota Counties

Leadership Summit

APRIL 3-5, 2019 | GRAND VIEW LODGE, NISSWA

FOCUSED SKILLS TRAINING FOR COUNTY OFFICIALS & KEY STAFF



Tentative Schedule

Wednesday, April 3, 2019

(Lunch on your own)

12:00 – 1:00 p.m.

Registration Open

1:00 - 1:30 p.m.

Welcome and Introductions

Norway Lobby

Julie Ring, AMC Executive Director

1:30 – 5:00 p.m.

Strengths Finder

Norway Room

Martha Roth, Membership Coordinator & Trainer, Resource Training & Solutions

Discover Your Strengths session with your county colleagues, using CliftonStrengths assessment and Insight Guide report.

- Improve self-awareness and personal leadership skills, including communication and collaboration
- Encourage open communication between participants at the conference and their staff and stakeholders in their county
- Create greater appreciation for what each person brings to the county
- Offer common language to describe each person's unique contribution

About the Presenter: Part of Martha Roth's personal mission is to "inspire joy, peace, and curiosity for life and learning." This mission coupled with her belief "it ain't over till it's over" has spurred her on in many midlife endeavors including completing a business degree in Organizational Behavior and training and speaking professionally. Since 2004 she has trained/delivered inspirational messages for over 7000 people in such areas as customer service, team building, communication skills, humor in the workplace, stress management, CliftonStrengths Discovery and keynote speaking engagements around the country.

5:00 p.m.

Social Hour

Heritage Room – Main Lodge

6:00 p.m.

Dinner

Heritage Room – Main Lodge



Thursday, April 4, 2019

7:30 – 9:00 a.m.

Breakfast Buffet

Heritage Room – Main Lodge

9:00 a.m. – 12:00 p.m.

Creating a World Class Service Organization

Norway Room

Rick Olson, Rick Olson Seminars



America says customer service is the worst ever. How can you turn it around and give outstanding service? Rick Olson is a nationally known customer service expert, author, and professional speaker. His clients include: Marriott, Red Cross, Pacific Life, Washington Redskins, UPS, IBM, 3M, USDA, the California Highway Patrol, the Department of Treasury, and numerous others. He has spoken in all 50 states and addressed over 1,000,000 people. His speaking style is very engaging with plenty of humor.

In this presentation, Rick will take you behind the scenes to see how the most admired service companies give Out of This World Customer Service. You will leave with lots of ideas on how to take your customer service to the highest level.

About the Presenter: Rick Olson Seminars was founded in 1992 for the express purpose of elevating organizations through people development. Rick has spoken in all 50 states, presenting convention keynotes, training staff and management personnel, and consulting companies through times of change. Prior to his business speaking, Rick spent the decade of the 80's doing youth leadership development across the nation.

12:00 p.m.

Lunch

1:00 – 5:00 p.m.

Embracing a Learning Organization

Norway Room

Rick Olson, Rick Olson Seminars

Great organizations don't just focus on training. They have made a commitment to all employees being students who continue to learn. Every employee is responsible for being pro-active.

Rick will show you how counties have moved their culture away from a passive learning culture to an active learning culture.

5:00 p.m.

Social Hour

Heritage Room – Main Lodge

6:00 p.m.

Dinner

Heritage Room – Main Lodge

Friday, April 5, 2019

7:30 – 9:00 a.m.

Breakfast Buffet

Heritage Room – Main Lodge

9:00 – 11:30 a.m.

Don't Just Manage, Coach

Norway Room

Rick Olson, Rick Olson Seminars

Congratulations! You are in a key leadership position within your county. How can you set clear expectations, build the confidence of your employees, and hold them accountable?

In this presentation, Rick Olson will show you how to become a very effective coach and watch your people reach new heights of productivity. You will leave with lots of ideas on how to take your coaching to the highest level.

Key insights:

- You are in the people building business
- Create meaningful monthly coaching times with each employee
- Your career will be defined by how you handle the 'tough conversation'
- Great coaches embrace the concept of 'velvet steel'
- Great coaches protect the DNA of the organization
- Questions are a coach's best friend
- The desired outcome – empowerment, engagement, leadership development, and talent retention

12:00 p.m.

Adjourn (Lunch on your own)