



2017 Course Schedule

Below are the classes currently scheduled for 2017. We will add workshops/classes and webinars as we have further confirmation of instructor availability or strong interest from you. We must have **at least eight people** signed up one week prior to the scheduled session to hold a class or webinar. If we do not have sufficient enrollment, we will cancel the class and you will be notified via email.

Pricing

All full day workshops include morning coffee, lunch and afternoon break. \$150 full day class
\$75 half day class.

2017 Classroom Session Schedule

Certificate(s) Requirement	Workshop	Location	Date/Time	Presenter(s)
<i>Foundations in County Government/ LTAP Roads Scholar Level III</i>	304 Budgeting and Finance (formerly known as Basics in Budgeting, Finance and Reporting)	Newton	Wed., Feb. 22 9 am – 3 pm	Anthony Swartzendruber, Assistant County Administrator/Director of Finance Harvey County
<i>Foundations in County Government/ LTAP Roads Scholar Level III</i>	304 Budgeting and Finance (formerly known as Basics in Budgeting, Finance and Reporting)	El Dorado	Fri., March 24 9 am – 3 pm	Ryan Adkison, Assistant County Administrator/Director of Finance Butler County
<i>Effective Supervisory Skills/ LTAP Roads Scholar Level II</i>	201 Communications Skills for Effective Supervision	Topeka	Wed., March 29 9 am - 3 pm	Teresa Schwab, Public Management Center
<i>Effective Supervisory Skills/ LTAP Roads Scholar Level II</i>	200 Fundamentals of Supervision	Topeka	Tues., April 18 9 am - 3 pm	Teresa Schwab, Public Management Center
<i>Customer Service Excellence</i>	101 Interpersonal Skills and Effective Communication	Topeka	Wed., May 24 9 am – 3 pm	Teresa Schwab, Public Management Center

Certificate(s) Requirement	Workshop	Location	Date/Time	Presenter(s)
<i>Foundations in County Government elective</i>	303 Ethical Consideration	Junction City	Wed., May 31 Held as KCCA pre-conference workshop—open to all 12:30 – 4:30 pm	Nathan Eberline, KAC Assoc. Legislative Director & Legal Counsel
<i>Customer Service Excellence</i>	103 Managing Conflict on the Frontline	Topeka	Fri., June 16 9 am – 3 pm	Andy Huckaba, Public Management Center
<i>Foundations in County Government / LTAP Roads Scholar Level III</i>	307 Effective Management of Intergovernmental Relations	Topeka	Wed., July 12 9 am – 3 pm	Randall Allen, KAC Executive Director; Melissa Wangemann, KAC Legislative Director & General Counsel
<i>Foundations in County Government / LTAP Roads Scholar Level III</i>	305 Fundamentals of Leadership	Manhattan	Thurs., July 20 9 am – 3 pm	Trudy Rice, Extension Associate, K-State Research and Extension

Class Descriptions for Upcoming Classes

304 Budgeting and Finance

February 22, 2017

March 24, 2017

NOTE: Previously known as Basics in Budgeting, Finance and Reporting. This workshop applies toward *Level III Roads Scholar* certificate.

The number and scope of county services have expanded in response to intergovernmental mandates and long devolution trends. The dizzying pace of technology innovations promises long-term efficiencies for county operations, but in the short run, requires a significant financial investment. This course defines the role of the county commission as financial policy makers and related roles of citizens, other elected officials and staff.

- Establish the legal parameters for the county budget and identify the functions of a capital and annual operating budget;
- Propose processes for preparing, adopting and managing the budget;

- Explain how county government is financed and suggest techniques for estimating county revenues;
- Identify leadership strategies that contribute to wise, effective and responsible financial decisions;
- Identify how to challenge county department heads and staff, and outside agencies to the county to use the budget process to think more strategically, more seriously, and more collaboratively about how goals can be accomplished in more creative and cost-effective ways;
- Consider the adequacy of cash balances or reserves, i.e. how much is enough, not enough, or too much, and how cash balances can be managed;
- Evaluate revenue sources other than the property tax to finance county programs and services;
- Consider how the county's fund structure enables or detracts from the ability of the board of county commissioners to effectively manage the county budget; and
- Learn of ways to effectively communicate county budget information to citizens, groups, and the news media.

201 Communication Skills for Effective Supervision

March 29, 2017

Would it surprise you to learn that up to 80 percent of a supervisor's time can be taken up with communication? Most of us have a blind spot when it comes to communication. Because we've been communicating all our lives – and probably talking more than listening – we assume we're good communicators. But effective communication requires much skill and understanding, and is rarely achieved without deliberate effort to learn and practice. This workshop focuses on how a supervisor sends and receives messages so as to sustain productivity and preserve workplace relationships. Learning objectives include:

- Expand awareness of your communication style using Myer/Briggs Type Indicator
- Learn when, what and how effective supervisors communicate
- Acquire practical skills for becoming a better listener
- Practice skills in soliciting and giving feedback
- Learn communication practices that contribute to positive work relationships

200 Fundamentals of Supervision

April 18, 2017

Think back to your first days as a new supervisor. Whether that was weeks or years ago, you surely remember that moment when you realized the job was much harder than you had anticipated. This workshop offers a practical big picture look at the job of supervisor – what it is and what's needed to be successful – with special emphasis on carrying out the tasks of supervision in a county government setting. Learning objectives include:

- Examine the roles, responsibilities and tasks of the supervisor's job

- Learn your strengths and needed areas of improvement through a self-assessment of supervisory skills
- Distinguish between supervisor as boss and supervisor as a team leader
- Learn the most common mistakes made by a supervisor and how to correct them
- Identify how the county government environment impacts the supervisor's job
- Learn and apply local government ethical standards to situations that may present themselves to supervisors

101 Interpersonal Skills and Effective Communication **May 24, 2017**

Excellent customer service requires strong interpersonal, communication and organizational skills. Employees must develop these skills to effectively meet the needs of the public. In this course participants will:

- Examine the necessity for strong interpersonal skills to effectively respond to public service needs
- Assess listening skills and discuss active listening techniques to improve service delivery
- Learn to recognize different communication styles to better understand co-workers and the public
- Explore new and improved methods and technologies for communicating with the public
- Understand the need for transparency and openness in government and communications
- Identify new organizational and planning skills to improve efficiency of employees and departments

303 Ethical Considerations **May 31, 2017**

This workshop is intended to raise awareness of the myriad of the ethical considerations which face county leaders.

103 Managing Conflict on the Front Line **June 16, 2017**

Conflict is a reality in customer service. In the public sector, employees must maintain professionalism at all times as they work to constructively meet the needs of the public. In this course participants will:

- Identify skills to better understand and address problems raised by members of the public
- Examine proven techniques and identify resources to help constructively resolve conflict
- Learn to recognize and address conflict early on and identify triggers that cause conflict
- Develop skills to effectively navigate difficult conversations with the public and co-workers

- Review techniques for resolving conflict among departments and organizations
- Explore conflict in relation to policy-making, funding priorities and competing demands for service

307 Effective Management of Intergovernmental Relations July 12, 2017

NOTE: This workshop applies toward *Level III Roads Scholar* program or can be applied as an elective in our leadership program.

The governments of the U.S. are part of a federal system, purposively designed by our Founding Fathers. The result of this unique system of government is an ever-changing set of relationships between the federal government, state governments, and local governments. This course will focus on the intergovernmental relations found among them and the myriad issues that accompany the day-to-day operations that affect the overall efficiency of our system. This course will be highly interactive and includes a tour of the statehouse.

This course will provide in-depth information on:

- the Federal system,
- Kansas government,
- the legislative processes,
- relevant Federal and State agencies,
- how to understand a statute and bill
- how to work with Kansas state bureaucracy,
- working with townships,
- partnership opportunities with other local governments

305 Fundamentals of Leadership

July 20, 2017

NOTE: This workshop also applies toward the *Level III Roads Scholar* certificate.

Leaders at the highest levels of government must continue to sharpen their skills to lead effectively. As organizations and workforces change, leaders must make adjustments. In this course, participants will examine concepts of leadership development; enhance awareness of leadership strengths and limitations; identify sources of influence and authority; review process for ethical decision-making;

define value of mentoring for employees and self; and discuss knowledge management and succession planning.