

Tuesday, March 11

7:00 Check-in and Continental Breakfast

7:30 Welcome and Overview
2014 Institute Planning Committee

7:45 Leadership: Getting Work Done Through Others
Karen Ray, Principal, Karen Ray and Associates

A leader's primary job is to get other people to do their work well, efficiently and on time. How can a leader motivate workers to do their best? Learning about people's value systems, drivers and strengths gives leaders options for motivating others. This session starts by measuring each participant's own set of motivators, and then applies the lessons to the people with whom they work. This central theme will continue in the session as we discuss goal setting, delegation and effective ways to communicate with many divergent workers.

9:15 Break

9:30 Leadership: Getting Work Done Through Others

Continued

11:30 Lunch

12:30 Leadership: Getting Work Done Through Others

Continued

3:00 Adjourn

**Warmest thanks to the
2014 Planning Committee**

Mike Bramwell, City of Champlin
Bill Joynes, Hamline University
Dave Lemke, City of Golden Valley
Dale Reed, White Bear Township
Wally Wysopal, City of Fridley

Wednesday, March 12

7:00 Continental Breakfast

7:30 What Makes a Good Manager

Scott Anderson, Superintendent of Utilities, Retired

This session will provide application of the theories from management books and apply them to real life situations. In his 25 plus years of management experience, Scott will relate some of the dos and don'ts on how to survive. Practical—concerned with actual facts and real life difficulties; Guide—lead and assists others towards a destination; Management—the organizing and controlling the affairs of a sector of a business.

8:45 Break

9:00 Public Service During Turbulent Times

Bill Joynes, Associate Professor, Hamline University/CPAL Director

Wally Wysopal, City Manager, City of Fridley, and Adjunct Faculty, Hamline University

The nation's economic crisis has fostered tensions between the public and private sectors of our economy. This session will discuss the pressures this has placed on labor and employee relations, the impact of a changing demographic reality, and the views of our citizens concerning the services they expect to receive. Maintaining your focus and developing your career in these difficult times will be a major theme of the presentation.

11:00 Open Forum Panel Discussion

This is a dialogue with panel members who represent various aspects of municipal and city life, from administrators to directors and small town representatives. We will be focusing on the ongoing issues that cities face.

12:00 Lunch

12:45 Personal Adaptation to Change

Tom Kern, Senior Talent Development Consultant, Prime Therapeutics, and Adjunct Faculty, Hamline University

The session will address sources of change that people experience along with ways to more effectively manage the changes that impact us all. In addition, the class participants will create a personal plan to deal more effectively with the changes they experience.

3:00 Adjourn

Thursday, March 13

7:00 Continental Breakfast

7:30 Public Sector Realities

David Schultz, Professor, Hamline University

This talk will discuss the different roles we have interacting with citizens and how they view us.

9:00 Break

9:15 Self-Coaching: YOU Make the Difference

Denny Smith, Dennis Smith Training and Development

This session is designed to give participants a shot of **Positive Mental Attitude** about themselves, their co-workers, their careers and their lives in general. It also will focus on leadership and supervisory skills including keeping positive, even during challenging times, creating quality in a climate of mutual respect, and dealing with problems in a calm and effective manner. It is positive and uplifting and filled with practical ideas and skill development that can be put to use immediately, both on and off the job.

11:45 Lunch

12:30 Building a Successful Team

Don Gudmundson, Don Gudmundson Speaking

Jim Rohn said, "Success is nothing more than a few disciplines practiced every day; while failure is simply a few errors in judgment repeated every day." What are the most important disciplines you must do to build your team? A perfect metaphor on how we work with staff is that, "More text messages are sent and received every day than the population of the world." So, that would be more than 7 billion text messages; short, simple and impersonal messages. A good supervisor knows the names of all of the spouses of people who work for them; a great supervisor knows the dog's name. People won't follow you unless they know you. Getting good players is truly easy, getting them to play together, now that is the hard part.

3:00 Adjourn