



# Institute for Public Administration 2019 Delaware Master Municipal Clerks Certificate Courses

## Communication & Conflict Resolution

**March 15 | 9:00 a.m. to Noon**

How well do you communicate? How effective are your conflict resolution strategies? Why do you find it easier to get along with some people better than others? This session will help you answer these questions as well as expand your knowledge and understanding of these important concepts. You will leave this session with skills that are immediately applicable to both personal and professional situations and environments.

**Presented by Fran Fletcher, Policy Scientist,  
Institute for Public Administration**

## Organizational Management

**March 15 | 12:30 to 4:00 p.m.**

This session will cover the benefits of networking and attributes of effective teams; ways to improve employee absenteeism and hold difficult personnel conversations; how to build a great culture through engaging with colleagues; and ways to maximize the effectiveness of a collaborative environment of best practice sharing.

**Presented by Frank Ingraham, Ed.D., SHRM-SCP,  
SPHR**

## The American Municipality

**March 22 | 12:30 to 3:00 p.m.**

This session will explain the interplay of the federal constitution, laws, and regulations with the state constitution, laws, and regulations, and municipal charters, ordinances, and regulations as those authorities impact the functioning of municipal government and the duties of municipal clerks.

**Presented by Roger Akin, Esquire, Delaware  
Department of State**

## RideShare Delaware

**March 22 | 3:00 to 4:00 p.m.**

RideShare Delaware is helping the people of Delaware to find greener ways to commute to work in order to reduce traffic and improve air quality. In this session, clerks will learn about the benefits of clean commuting, as well as the options to clean commute, such as carpooling, transit, walking, biking, telework, vanpooling, and even a compressed workweek. This session will also explain how local governments can be involved in this process.

**Presented by Amy Reardon, Outreach  
Coordinator, RideShare Delaware**

## Fundamentals of Real Estate Development for Local Governments

**March 29 | 9:00 a.m. to Noon**

How does a newly built home, office, or store become a reality? From just an idea in someone's head to making it happen on the ground, new real estate development often defines the changes in our communities in a variety of ways. It is important for local officials to have an understanding of how the process works from a developer's perspective given the high level of impact new development often has on our communities. This course is intended to give local governments an introduction to the real estate development process from the perspective of the developer. Topics covered will include: site selection; feasibility; project, asset, and property management; and the role of the public sector.

**Presented by Sean O'Neill, AICP, Institute for  
Public Administration**

## Introducing Strategic Doing

**April 5 | 9:00 a.m. to Noon**

During this session you will learn about Strategic Doing, an action-oriented approach to addressing complex challenges that focuses on forming collaborations quickly, moving them toward measurable outcomes, and making adjustments along the way.

**Presented by Troy Mix, Policy Scientist, Institute  
for Public Administration**

## Debt Issuance: From A (and before) to Z (and beyond)

**April 5 | 12:30 to 2:00 p.m.**

This session will inform clerks about municipal bonds and other types of municipal debt. Topics included in this session are: general obligation ("G/O") bonds, revenue bonds, private placement, government agency loans, and leases. Public issues related to these bonds will include the five Ws and the critical importance of post issuance compliance.

**Presented by Louis C. Vitola, Vice President –  
Finance and Chief Financial Officer for the  
Delaware Municipal Electric Corporation**



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## Historic Preservation and Local Government

**April 5 | 2:00 to 4:00 p.m.**

This presentation will provide an overview of the federal-state partnership program for historic preservation, the National Register of Historic Places, benefits of the National Register listing, and how to find information on historic properties in the State of Delaware. Other areas of the presentation will cover the requirements by Delaware law for consideration of historic properties in local governments' comprehensive plans, outlining the elements to include and the review process to name a few.

**Gwen Davis, Deputy State Historic Preservation Officer,**

**Delaware Division of Historical and Cultural Affairs**

## Recent and Proposed Changes in Delaware Lead Regulations

**April 12 | 9:00 to 10:00 a.m.**

There have been several recent and proposed changes to Delaware's regulatory structure related to lead. This session will discuss how the Department of Public Health works to protect children and reduce lead poisoning. This session will also cover future steps that can be expected in this area and the impact of these regulations on local governments.

**Presented by Jamie Mack, Chief-Health Systems Protection, Delaware Department of Public Health and Social Services**

## Full Cost Recovery Rate Setting for Small Utilities

**April 12 | 10:00 a.m. to Noon**

The Delaware office offers services to communities covering water, wastewater, solid waste and sustainability issues. The SERCAP team is honored to serve the rural communities—and the people who comprise those communities—within Delaware. At the end of this session you will understand the concepts relating to "Full Cost Recovery," steps to be done prior to rate changes, and several types of reserves every system should strive to accomplish.

**Presented by Jean Holloway, SERCAP State Manager, Delaware and Eastern Maryland State Manager**

## Technical Writing and Communication

**April 12 | 12:30 to 4:00 p.m.**

Are words getting in the way of what you want to say? This presentation will discuss tips for improving your writing, communicating technical work to non-technical audiences, and presenting data with context. This workshop will include interactive opportunities to practice writing and editing. Use the tools you learn during this presentation to make an impact and build credibility with council and board members, staff, and the community.

**Presented by Sarah Pragg, Policy Specialist II, Institute for Public Administration**

## Community Change: Conflict and Progress

**April 26 | 9:00 a.m. to Noon**

All communities face tough challenges, many of which never get resolved because competing interests are at a stalemate. Our communities will not thrive if we don't find ways to overcome those conflicts. This session will address ways you can help your community make progress, even when you aren't in charge. Drawing on the excellent work of the Kansas Leadership Center we will look at how you can: diagnosis the situation, manage self, energize others, and intervene skillfully.

**Kathryn G. Denhardt, Denhardt Consulting LLC**

## Interested in taking these courses for MMC certification credits?

Contact Fran Fletcher at [franf@udel.edu](mailto:franf@udel.edu) or call 302-831-6812.