

SECOND/THIRD YEAR PROGRAM

Monday – Thursday | October 5-8

Monday, October 5

The People Side of Work: Handling Personnel Issues with Confidence

8:00 a.m. – 10:00 a.m.

People issues are often the most challenging part of a supervisor's job—but they don't have to be the most stressful. This engaging session provides practical guidance for navigating the everyday personnel situations from legal interview questions, hiring the right person the first time, to proper documentation and maintaining professional boundaries. You will learn how to make sound decisions that support team members and the municipality.

Presenter: Anne Schroeder, President, Schroeder Management Consultants

Performance Matters: Turning Expectations into Results

10:15 a.m. – 12:00 p.m.

Strong performance management begins long before a formal evaluation. This session explores how to set clear expectations, communicate goals, provide meaningful feedback, and address performance concerns in a timely and constructive manner. Participants will learn strategies for coaching employees, documenting performance issues, and creating a culture of accountability that supports both individual growth and organizational success. Whether managing a new employee or an experienced team member, you'll leave with practical tools to help turn expectations into results.

Presenter: Anne Schroeder, President, Schroeder Management Consultants

Dial Back Your Stress

1:30 p.m. – 3:15 p.m.

Stress is an unavoidable part of both our professional and personal lives, but it does not have to control how we work or live. This session explores common workplace stressors, the physical and mental effects of stress, and practical techniques for managing pressure throughout the day. Participants will identify their personal stress triggers, assess their current coping strategies, and learn actionable methods to improve focus, resilience, and long-term well-being.

Presenter: Teresa Norman, RN, Leadership, Wellness & Community Service Professional

Be Happy at Work

3:30 p.m. – 5:30 p.m.

Happy employees are productive employees. Maintaining a positive outlook and renewed sense of purpose can improve performance, engagement, and job satisfaction. This session examines the connection between happiness and productivity, offering strategies to stay motivated, energized, and focused on both organizational goals and daily responsibilities. Participants will discover simple ways to cultivate positivity, strengthen workplace relationships, and create a more fulfilling work experience.

Presenter: Teresa Norman, Leadership, Wellness & Community Service Professional

Tuesday, October 6

Balancing Priorities When Everything Is Priority #1

8:00 a.m. – 10:00 a.m.

Competing demands, constant interruptions, and ever-growing responsibilities can make it difficult to focus on what matters most. This session will help participants distinguish between being busy and being productive while developing practical strategies to prioritize tasks, make intentional decisions, and stay aligned with their goals. Participants will learn how clarity of purpose, effective goal setting, and proven

prioritization techniques can help them work smarter, reduce stress, and achieve greater success both professionally and personally.

Presenter: David Alba, Corporate Trainer

Too Many Tabs Open? Managing Multiple Projects Like a Pro

10:15 a.m. – 12:00 p.m.

Managing several projects at once requires more than strong organizational skills. It requires a system for staying focused, meeting deadlines, and maintaining momentum without becoming overwhelmed. In this interactive session, participants will explore tools and techniques for organizing competing responsibilities, establishing efficient routines, improving meeting effectiveness, and leveraging the power of habits to drive results. Attendees will leave with practical strategies to streamline their workload, maximize productivity, and confidently manage multiple projects in today's fast-paced work environment.

Presenter: David Alba, Corporate Trainer

Managing Change in These Crazy Times

1:30 p.m. – 3:15 p.m.

Change is constant in today's workplace, from new technologies and evolving regulations to shifting priorities and unexpected challenges. This engaging session will help participants develop the mindset and skills needed to navigate change with confidence, adaptability, and resilience. Through interactive discussion, practical examples, and audience participation, attendees will learn strategies for managing uncertainty, embracing new opportunities, reducing stress, and maintaining productivity during times of transition. Leave with actionable tools to help you lead yourself and support others through change, no matter what comes next.

Presenters: Renée R. Basel, MMC, Town Clerk, Town of Gulf Stream, Florida, FACC President, and Michael Rowan, Inspirational Speaker and Leadership Development Consultant

Dealing with Negative and Difficult People

3:30 p.m. – 5:30 p.m.

Every workplace has challenging personalities, but difficult interactions do not have to derail your success. In this lively and interactive session, participants will learn practical techniques for communicating effectively, setting healthy boundaries, managing conflict, and responding professionally to negative behaviors. Through real-world scenarios, audience participation, and plenty of humor, attendees will gain valuable skills for building stronger working relationships, reducing workplace tension, and maintaining a positive attitude even in challenging situations. Walk away with strategies you can immediately apply to handle difficult people with confidence, professionalism, and grace.

Presenters: Renée R. Basel, MMC, Town Clerk, Town of Gulf Stream, Florida, FACC President, and Michael Rowan, Inspirational Speaker and Leadership Development Consultant

Wednesday, October 7

Joint Session: What's New in Budgeting and Reporting: What Clerks Need to Know & Why It Matters

8:00 a.m. – 12:00 p.m.

Florida's budgeting and reporting requirements continue to evolve, making it more important than ever for City Clerks to stay informed and prepared. This session will highlight recent legislative changes, emerging financial reporting expectations, and key deadlines that impact local governments. Participants will gain a practical understanding of the Clerk's role in supporting budget transparency, public notice requirements, and compliance throughout the fiscal year. The discussion will also explore

how new state policies and regulatory trends may affect municipal operations and decision-making. Leave with valuable insights and resources to help your organization navigate change with confidence.

Presenters: Lorrie Brinson, CPA, CGFO, MBA/PA, James Moore & Co., and Sarah Campbell, ICMA-CM, City Manager, City of Fernandina Beach, Florida

Joint Session: Florida Public Records Management: From Compliance to Confidence

1:30 p.m. – 3:15 p.m.

Strong records management is at the heart of effective local government, and Municipal Clerks play a critical role in ensuring compliance, transparency, and organizational efficiency. This session provides a practical foundation in Florida public records management, covering the laws, regulations, and best practices that govern the creation, maintenance, retention, access, and disposition of public records. Participants will explore key topics including public records requests, records retention schedules, electronic records management, vital records protection, and disaster preparedness. Designed for both new and experienced Clerks, this session will equip attendees with the knowledge and confidence needed to successfully manage records programs that support legal compliance, public trust, and continuity of operations.

Presenter: Matt Daugherty, CRM, Executive Vice President, SML, Inc.

Joint Session: Beyond the Box: The Future of Records Management

3:30 p.m. – 5:30 p.m.

As technology evolves and public expectations continue to shift, records management is becoming more complex and more important than ever. This forward-looking session explores emerging trends, advanced practices, and the opportunities shaping the future of public records administration. Participants will examine topics such as electronic recordkeeping strategies, public records access and exemptions, working with First Amendment auditors, municipal records program standards, artificial intelligence, automation, and organizational approaches that promote efficiency and accountability. Through discussion of real-world challenges and innovative solutions, attendees will gain valuable insights for leading modern records programs and preparing their organizations for the future of records stewardship.

Presenter: Matt Daugherty, CRM, Executive Vice President, SML, Inc.

Thursday, October 8

Leadership That Makes a Difference

8:00 a.m. – 10:00 a.m.

Effective leadership requires more than managing tasks. It requires the ability to inspire others, communicate a clear vision, and build trust through every interaction. This interactive session explores practical leadership strategies that help professionals motivate staff, navigate challenges, and advance organizational goals. Participants will learn how to establish credibility, build rapport, encourage engagement, and lead with confidence in a variety of situations. Whether leading a team meeting, presenting to elected officials, or working with the public, attendees will gain tools to become more impactful and influential leaders.

Presenters: Sharon Gill, Author, Leadership Development Consultant & Speaker, and Wayne Gill, Attorney, Leadership Consultant, & Nonprofit Legal Advisor

Speaking with Confidence

10:15 a.m. – 12:00 p.m.

Confident communication is an essential skill for every municipal professional. This hands-on session provides proven techniques for organizing thoughts, delivering messages effectively, and responding

confidently when called upon at the last minute. Participants will learn advanced public speaking strategies that go beyond basic presentation skills, including how to read an audience, capture attention, and maintain engagement. The session will explore ways to overcome common communication challenges while increasing presence, credibility, and influence. Attendees will leave with practical tools to communicate more effectively and inspire action from audiences of any size.

Presenters: Sharon Gill, Author, Leadership Development Consultant & Speaker, and Wayne Gill, Attorney, Leadership Consultant, & Nonprofit Legal Advisor