

The Delaware Municipal Clerks Association Welcomes
IIMC Region II Conference Attendees
January 13-16, 2015
(with Athenian Dialogue and Pre-Conference Sessions)
Dover Downs Hotel & Casino
1131 N. DuPont Highway
Dover, Delaware 19901

August 26, 2014

Dear Region II Clerk:

The IIMC Region II Annual Conference, hosted by the Delaware Municipal Clerks Association, is scheduled for January 13-16, 2015, in Dover, Delaware at the Dover Downs Hotel & Casino. The theme for this year is "Keep Calm and Lead On" and a host of education sessions have been scheduled.

In addition to the conference education sessions on January 15, we are excited to offer an Athenian Dialogue on Tuesday, January 13, as well as a full day of pre-conference education sessions on Wednesday, January 14. Details regarding each education session and a registration form are enclosed. Please note all registration deadlines. If you attend the Athenian Dialogue, the pre-conference education sessions and the conference education sessions, and complete each written assessment tool, you will obtain 9 total CMC/MMC IIMC Education Points. If you have any questions, please contact Lisa Kail at (302) 537-3771 or admin@townofbethanybeach.com.

Hotel reservations may be made by calling the Dover Downs Hotel & Casino Reservations Department at (866) 473-7378; use CODE - GCLERKS when making your reservation. A block of rooms has been reserved at a discounted rate of \$135 per night plus tax and fees. The deadline to register for the discounted rate is December 14, 2014.

We look forward to seeing you January 13-16 at Dover Downs Hotel & Casino!

Delaware Municipal Clerks Association

The Delaware Municipal Clerks Association Welcomes
 IIMC Region II Conference Attendees
 January 13-16, 2015
 (with Athenian Dialogue and Pre-Conference Sessions)
 "Keep Calm and Lead On"
 Dover Downs Hotel & Casino
 1131 N. DuPont Highway
 Dover, Delaware 19901

Name: _____ Title: _____

Municipality: _____

Mailing Address: _____

Phone: _____ E-mail: _____

Indicate Name for Badge: _____
 [including your current IIMC designation (CMC/MMC)]

Please review the attached conference program and select the events below that you plan to participate in.

TUESDAY, JANUARY 13, 2015

ATHENIAN DIALOGUE Registration Fee: \$99 (includes lunch) \$ _____
 Pre-registration is required and space is limited to 30 attendees.
 Deadline to register: December 12, 2014

EVENING AT THE RACES RECEPTION (no additional fee)

WEDNESDAY, JANUARY 14, 2015

PRE-CONFERENCE (in cooperation with the University of Delaware)
 Pre-registration is required. Deadline to register: December 12, 2014
 Registration Fee: \$125 (includes breakfast and lunch) \$ _____

OPENING RECEPTION (no additional fee)

THURSDAY, JANUARY 15, 2015

CONFERENCE (includes breakfast, education sessions, lunch, receptions and banquet)
 Registration Fee: \$235.00 on or before December 12, 2014 \$ _____
 Late Registration: \$275.00 between December 12 and December 30, 2014 \$ _____
 On-Site: \$350.00 after December 30, 2014 \$ _____
 Guest Fee: \$100.00 \$ _____
 (includes Evening at the Races Reception on 01/13, Opening Reception on 01/14, and Reception and Banquet on 01/15)

Guest Name: _____

Yes, I plan to attend the Reception and Banquet Total Amount Due: \$ _____

Please submit this form, along with your check made payable to DMCA to:

Lisa Kail, Town Clerk
 Town of Bethany Beach
 214 Garfield Parkway
 Bethany Beach, DE 19930

Questions: Contact Lisa Kail at 302-537-3771 or
 admin@townofbethanybeach.com

No Refunds after November 12, 2014

IIMC Region II Conference

“Keep Calm and Lead On”

Dover Downs Hotel & Casino
1131 N. DuPont Highway
Dover, Delaware 19901
January 13-16, 2015

OVERVIEW OF EDUCATION SESSIONS

TUESDAY, JANUARY 13, 2015

8:30 a.m. to 4:00 p.m.

Athenian Dialogue: “When Character Was King: A Story of Ronald Reagan” by Peggy Noonan
[3 CMC/MMC certification points with completion of assessment tool]

See attached flyer for details.

WEDNESDAY, JANUARY 14, 2015

PRE-CONFERENCE CMC/MMC Education Program

(In cooperation with the University of Delaware)

How to Effectively Manage Conflict

[2 IIMC Certification Points, with completion of assessment tool]

During this experiential and interactive course, participants will explore how they currently view and approach conflict and gain an understanding of their conflict management strengths and preferences. They will learn five styles (approaches) for managing conflict and how and when to use each style. Embedded in each style is a process and a set of skills which include: active listening, assertive speaking, managing emotions, questioning and reframing. Participants will have an opportunity to try out these skills and experience how they impact conversations and relationships. The goal is to increase each participant's confidence and competence when dealing with conflict.

Leading in All Directions

[1 IIMC Certification Point, with completion of assessment tool]

Whether you are at the top of the organization, the middle or at the bottom, you can add greatly to the organization's effectiveness and exercise real leadership. This is based on John Maxwell's book, "360 Degree Leaders." There are specific practices that you need to exercise depending upon your current position in the organization. Leading at one level will help you lead at a higher level.

At the end of this session you will know:

- * how to lead at all levels
- * how to be a positive factor for your organization
- * how to advance your position and become an effective leader at the next level

Ethics in Government

[1 IIMC Certification Point, with completion of assessment tool]

This course will focus on ethics and practical dilemmas faced by government employees in the course of daily activities. Topic areas will include censure, duty to vote, impropriety, gifts or favors, what constitutes a conflict of interest and how to deal with people who step close to the line.

THURSDAY, JANUARY 15, 2015

CONFERENCE CMC/MMC Education Program

Jungle Escape

[.5 IIMC Certification Point, with completion of assessment tool]

This high energy, hands-on team building activity challenges teams to work together to discover and practice critical group-process skills such as planning, problem solving, decision-making and conflict resolution.

Emotional Intelligence

[1 IIMC Certification Point, with completion of assessment tool]

This course is designed to help members recognize and positively manage their own emotions. Participants will learn how to have a positive influence even when faced with frustrations and learn to keep distress from impacting their ability to think and lead effectively.

The FISH! Philosophy

[.5 IIMC Certification Point, with completion of assessment tool]

This course introduces a customer service philosophy made up of four simple, practical principles that positively influence the work environment. It is serious fun!

PLEASE JOIN US FOR AN EXCITING
ATHENIAN LEADERSHIP SOCIETY DIALOGUE

“When Character Was King: A Story of Ronald Reagan”

by Peggy Noonan

Date: Tuesday, January 13, 2015 - 8:30 a.m. to Noon and 1:00 p.m. to 4:00 p.m.

Location: Dover Downs Hotel & Casino

1131 N. DuPont Highway, Dover, Delaware 19901

Hotel reservations may be made by calling the Dover Downs Hotel & Casino Reservations Department at (866) 473-7378; use CODE - GCLERKS when making your reservation. A block of rooms has been reserved at a discounted rate of \$135 per night plus tax and fees. The deadline to register for the discounted rate is December 14, 2014.

Cost: \$99 (Lunch is included)

Facilitator: Charles E. Tokar, JD, MPA, MMC

Village President, Chicago Ridge, IL (retired Clerk)

Former IIMC President 2007/08

“Ronald Reagan stands as the most consequential president of the second half of the twentieth century.” Michael Barone, Senior Writer, US News & World Report

In *When Character was King: A Story of Ronald Reagan*, Peggy Noonan argues that the secret of Reagan's success was no secret at all. It was his character - his courage, his kindness, his persistence, his honesty, and his almost heroic patience in the face of setbacks - that was the most important element of his success. The one thing a man must bring into the White House with him if he is to succeed, Noonan contends, is a character that people recognize as high, sturdy and reliable.

As a speechwriter and special assistant to President Reagan from 1984 through 1986, Peggy Noonan brings an insider's perspective to the Reagan Presidency. Marked by incisive wit and elegant prose, *When Character Was King* will both enlighten and move readers. It may well be the last word on Ronald Reagan, not only as a leader but as a man.

Twenty-five years after leaving the White House, Ronald Reagan is ranked among our greatest presidents by the American people and an increasing number of historians and political scientists. Join us as we explore the essential leadership qualities that enabled President Reagan to meet every challenge and crisis he encountered, and that made him an American “for the ages.”

This Dialogue has been pre-approved by IIMC for 3 CMC
or 3 MMC Education points, with completion of the knowledge assessment.
Attendees are required to purchase (and read!) the book. ISBN 0-670-88235-6

IIMC Region II Conference “Keep Calm and Lead On”

Dover Downs Hotel & Casino
1131 N. DuPont Highway
Dover, Delaware 19901
January 13-16, 2015

Unless otherwise noted, all events will be held in or around the Diamond Room

Tuesday, January 13, 2015

- | | | |
|---|------------------------|--|
| * | 8:30 a.m. to 4:00 p.m. | Athenian Dialogue:
“When Character Was King: A Story of Ronald Reagan” by Peggy Noonan
[3 CMC/MMC Certification Points with completion of assessment tool] |
| * | Festival Buffet | Lunch Provided |
| | 5:00 p.m. to 7:00 p.m. | Conference Registration

“Evening At the Races”
with hors d’oeuvres and live harness racing |

DINNER ON YOUR OWN

* **PRIOR REGISTRATION IS REQUIRED FOR THESE EVENTS**

Wednesday, January 14, 2015

PRE-CONFERENCE CMC/MMC Education Program

In Cooperation with the University of Delaware

- | | | | |
|---|--------------------------|---------------------|---|
| * | 7:00 a.m. to 8:00 a.m. | | Breakfast
Visit Vendors |
| * | 8:00 a.m. to Noon | | How to Effectively Manage Conflict
[2 IIMC Certification Points, with
completion of assessment tool] |
| | 10:30 a.m. to 10:45 a.m. | | Break |
| * | Noon to 1:00 p.m. | Festival Buffet | Lunch (For Prepaid Education Program
Participants); Visit Vendors |
| * | 1:00 p.m. to 3:00 p.m. | | Leading in All Directions
[1 IIMC Certification Point, with
completion of assessment tool] |
| * | 3:15 p.m. to 5:15 p.m. | | Ethics in Government
[1 IIMC Certification Point, with
completion of assessment tool] |
| | Noon to 6:00 p.m. | | Conference Registration
Visit Vendors |
| | 4:00 p.m. | | Hotel Check-in For Conference
Attendees |
| * | 6:30 p.m. | Fire and Ice Lounge | Welcome Reception with hors d'oeuvres |

DINNER ON YOUR OWN

* **PRIOR REGISTRATION IS REQUIRED FOR THESE EVENTS**

PRELIMINARY SCHEDULE

Thursday, January 15, 2015

CONFERENCE CMC/MMC Education Program

7:00 a.m. to 8:00 a.m.	Conference Registration
7:00 a.m. to 8:00 a.m.	Breakfast
8:00 a.m.	Welcome/Introductions Call to Order
8:00 a.m. to 10:00 a.m.	Jungle Escape [.5 IIMC Certification Point, with completion of assessment tool]
10:15 a.m. to 12:15 p.m.	Emotional Intelligence (Part I) [1 IIMC Certification Point, with completion of assessment tool]
12:15 p.m. to 1:15 p.m.	Lunch (For Prepaid Education Program Participants), Visit Vendors
1:30 p.m. to 3:30 p.m.	Emotional Intelligence (Part II)
3:45 p.m. to 5:45 p.m.	The FISH! Philosophy [.5 IIMC Certification Point, with completion of assessment tool]
6:30 p.m. to 7:00 p.m.	Reception
7:00 p.m. to 9:00 p.m.	Banquet

Friday, January 16, 2015

8:00 a.m. to 9:00 a.m.	Breakfast
9:00 a.m. to 11:30 a.m.	Business Meeting
Noon	Hotel Check-out