

CENTER FOR  
GOVERNMENT SERVICES

# International Institute of Municipal Clerks

**Certified Municipal Clerk Institute  
Master Municipal Clerk Academy**

**COURSES FOR NEW JERSEY LOCAL  
GOVERNMENT || SPRING 2015 SCHEDULE**



**RUTGERS**  
Continuing Studies

## Athenian Dialogue

### Focus: The Hidden Driver of Excellence by Daniel Goleman

Combining cutting-edge research with practical findings, *Focus* delves into the science of attention in all its varieties, presenting a long overdue discussion of this little noticed and under rated mental asset. In an era of unstoppable distractions, Goleman persuasively argues that now more than ever, we must learn to sharpen our focus if we are to survive in a complex world.

Drawing on rich case studies, Goleman shows how high achievers need multiple kinds of focus and explains how those who rely on Smart Practices can improve habits, add new skills, and sustain greatness - excel while others do not.

Attendees must purchase and read this book before the class meeting. Lunch will be provided.

This session is approved for 3 points towards either a CMC or MMC designation. RMC Professional Development hours are pending.

#### **MC-4015-SP15-1 Atlantic City**

Tropicana Hotel & Convention Center

2801 Pacific Avenue

Pageant Room

Sunday, April 26

10:30 a.m. - 5:00 p.m.

Instructor: Yvette Murry

\$150

## Thriving Not Just Surviving in the Workplace

The way we handle ourselves in the workplace defines how we are received and how far we can go in our career. This class is intended to open our eyes and see that how we handle ourselves within the office and with the public has a benefit not just for the community but for our careers. As public employees, we are one of the 'faces' of the community and can set a tone for public perception. Also, as an individual within the clerk's office, we must set the tone for how we are perceived as experts in our field.

Through discussion and interactive participation, this class will define what it is to be a 'face' to the community and also to ourselves, evaluate what attributes we bring to the position, both weak and strong, learn to counter our weaknesses, enhance our strengths, and develop ways to become proactive in developing ourselves as valuable assets in our current position and within our careers.

This session is approved for 2.5 points towards either a CMC or MMC designation. RMC Professional Development hours are pending.

Lunch will be provided.

### **MC-4016-SP15-1 New Brunswick**

Rutgers Center for Government Services

303 George Street, 6th Floor

Wed, June 17

10:00 a.m. - 4:00 p.m.

Instructor: Elizabeth Waterbury, P.E., P.P., C.M.E.

\$150

PLEASE PHOTOCOPY THIS FORM FOR MULTIPLE REGISTRATIONS • ONLINE REGISTRATION AVAILABLE AT [CGS.RUTGERS.EDU](http://CGS.RUTGERS.EDU)

Mail registration form and payment to:  
**RUTGERS CENTER FOR GOVERNMENT SERVICES**  
303 George Street, Suite 604  
New Brunswick, NJ 08901-2020

Or fax to: 732-932-3586

## GENERAL INFORMATION

If home or employer information has changed since your last registration, check here.

Last Name \_\_\_\_\_

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_

Gender  Female  Male

Employer \_\_\_\_\_

Title \_\_\_\_\_

### Business Address

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

### Home Address

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

### Phone Numbers (required – check box for preferred)

Mobile \_\_\_\_\_  Home \_\_\_\_\_

Business \_\_\_\_\_ Ext. \_\_\_\_\_

### E-mail Addresses (required – check box for preferred)

Business \_\_\_\_\_

Home \_\_\_\_\_

## COURSE INFORMATION

I wish to register for:

Title \_\_\_\_\_

Code \_\_\_\_\_ Fee \_\_\_\_\_

Location \_\_\_\_\_

Title \_\_\_\_\_

Code \_\_\_\_\_ Fee \_\_\_\_\_

Location \_\_\_\_\_

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Location \_\_\_\_\_

Title \_\_\_\_\_

Code \_\_\_\_\_ Fee \_\_\_\_\_

Location \_\_\_\_\_

Prerequisite(s) (if applicable) \_\_\_\_\_

Completion Date \_\_\_\_\_ Location \_\_\_\_\_

## PAYMENT INFORMATION

Check or voucher must accompany registration form. Make check or voucher payable to: Rutgers, The State University of New Jersey. Mail to above address.

In accordance with University policies, credit card information is no longer accepted on registration forms. Students paying course fees with a credit card must register online at: <http://cgs.rutgers.edu>. Click on the red "Register Now" button.

There is a \$25 fee for course withdrawals and/or returned checks.

## Conflict Management to Resolve Differences

What's at the top of the list when it comes to communication challenges? Conflict management. We are often faced with situations where the air becomes charged and tense; these situations can either explode or be addressed with skill and tact. This workshop provides attendees with the ability to explore those challenging situations and use effective communication to productively address conflict. Participants will examine their own conflict management styles and practice using an effective communication process that lessens the negative energy in conflicts and leads to highly collaborative, engaging solutions.

After this session, attendees will be able to diagnose workplace conflict and identify ways to take positive action, identify their preferred style for handling conflict and use the most effective style in the right situation, implement "assertive communication" behaviors, and understand the barriers that impede constructive communication when addressing conflict.

This session is approved for 2.5 points towards either a CMC or MMC designation. RMC Professional Development hours are pending.

Lunch will be provided.

### **MC-4017-SP15-1 Bordentown**

Rutgers EcoComplex  
1200 Florence-Columbus Road  
Thurs, June 25  
10:00 a.m. - 4:00 p.m.  
Instructor: Emil Sadloch  
\$150

## International Institute of Municipal Clerks

The International Institute of Municipal Clerks (IIMC) promotes continuing education and certification, professional development programs, networking solutions and other opportunities. The IIMC provides two certifications, earned through participation in educational programs and involvement in a variety of professional development activities - the Certified Municipal Clerk (CMC) and Master Municipal Clerk (MMC). Additional information is available on their website at [www.iimc.com](http://www.iimc.com).

## REGISTRATION INFORMATION

**Enrollment:** A student may enroll in a CGS course in several different ways. Mail-in registrations, faxed registrations, in-person registrations at the CGS offices, and on-line registrations (with credit card or e-check only) are accepted prior to the start of the course. Before a student is officially enrolled in a course, payment must be authorized or secured, and the student must meet all prerequisites associated with the course. A student who has a delinquent account with CGS will not be permitted to enroll in any additional CGS courses until the delinquency is resolved.

**Course Fees and Payment:** Payment for a student's participation in a course can be obtained by using any of the following three methods:

- 1) Credit card payment (Visa, MasterCard, Discover or American Express) AVAILABLE ONLY THROUGH ONLINE REGISTRATION (<http://cgs.rutgers.edu/>)
- 2) Check or money order payment by mail or in person.
- 3) Authorized voucher or purchase order.

Upon receipt of a completed registration form and payment, a class space is reserved for the student. Confirmation letters regarding registration will not be sent.

**Course Cancellation Policy:** CGS reserves the right to cancel any course or seminar. CGS will notify all students enrolled in a course that has been cancelled and the information will be posted on the CGS website. Students will be given the choice of receiving a full refund for courses cancelled by CGS or the option to enroll in the same or another course in this or the following semester. In the event there is a difference in course fees between the course that was cancelled and the alternate course, an adjustment will be made. A student may not select an alternative course that has a prerequisite if the prerequisite has not been met.

**Withdrawals/Transfers:** All requests to change registration status, either by withdrawal or transfer, must be submitted in writing at least 2 business days before the course start date and will incur a \$25 processing fee. Withdrawals will be refunded, minus the \$25 fee. Failure to notify CGS within the time frame will result in forfeiture of all fees.

**Certificates:** Certificates are mailed to students after the successful completion of each course, which is defined as 80% attendance of the class hours, a passing grade (if an examination is required) and full payment of all fees. A permanent record of courses taken is maintained by Rutgers. Certificates will not be issued to students if any fees are outstanding or delinquent.

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