



**2023 Annual Master Clerks Academies  
For City and County Clerks  
Beaufort Hotel  
Beaufort, North Carolina  
UNC School of Government**

**Wednesday, November 15, 2023**

**MMC Academy I**

**Class Location: Beaufort Hotel**

7:30-8:45	<b>Breakfast</b>
8:45-10:45	<b>Conflict Resolution for Clerks</b> <b>John Stephens</b> , Associate Professor of Public Administration and Government, UNC School of Government <b>Description:</b> Clerks often feel “in the middle”: pulled by competing requests or viewpoints or multiple “bosses.” This session addresses ways to understand underlying interests which can give you more flexibility. Strategies for addressing workplace tensions and conflicts will be offered for a variety of situations.
10:45-11:00	<b>Break</b>
11:00-12:00	<b>Legislative Update</b> <b>Sa'Metria Jones</b> , Legislative Counsel, N.C. League of Municipalities <b>Adam Pridemore</b> , Legislative Counsel, N.C. Association of County Commissioners <b>Description:</b> It can be challenging to stay updated on new legislation in the midst of demanding clerk duties. This session will highlight important bills for both cities and counties and explain their impact on local governments and the role of the clerk.
12:00-1:00	<b>Lunch</b>
1:00-2:00	<b>Recruiting and Retention for Citizen Engagement</b> <b>John Stephens</b> , Associate Professor of Public Administration and Government, UNC School of Government <b>Description:</b> Citizen engagement is not easy for advisory board positions and other outreach efforts. In this session we examine different motivations and barriers for citizen involvement and offer a set of strategies to reach a wide range of residents. A rethinking of advisory board rules will be part of the discussion.

2:00-2:15

**Break**

2:15-3:15

**Generative AI: Risks and Rewards for Local Government**

**Kristi Nickodem**, Robert W. Bradshaw Jr. Distinguished Term Assistant Professor of Public Law and Government, UNC School of Government

**Description:** Over the past year, generative AI tools like ChatGPT have exploded in popularity. But should you use them to help do your work? As AI continues to evolve, it brings opportunities and new challenges to the operations of local government entities. This session will provide an overview of how generative AI tools work, the limitations in their capabilities, and the potential legal pitfalls and ethical risks associated with using these tools.

3:15-4:15

**Clerk Panel: Managing Burnout and Stress in the Clerk Profession**

**Description:** Clerks have some of the most stressful jobs in local government. Between juggling their many responsibilities, managing the personalities of electeds and the public, and trying to live their own lives outside of work, it is no surprise that there are unprecedented levels of burnout and turnover in the clerk profession. During this session, hear seasoned clerks explain how they have coped with the stress and different stress and time management tools and techniques that have worked for them.