

**2019 Annual New Clerks Institute and Master Clerks Academies
For City and County Clerks
Sheraton Imperial Hotel and Convention Center, Research Triangle Park, North Carolina
UNC School of Government**

**Master Clerks Academy I
Wednesday, November 13, 2019**

Agenda

Program Overview: *As clerks you are the hub in the wheel of the leadership team in your city/county. You work with elected officials, managers and department heads – all with competing interests and agendas. Your ability to lead and manage these relationships is critical. This day will focus on deepening your understanding of the board's and manager's roles and responsibilities as well as give you tools to use to present yourself and your ideas effectively.*

- 7:30 a.m. **Registration Opens**
- 7:45 **Sit-Down Breakfast for Everyone Honoring New Clerks
(Imperial Rooms 4&5)
Hosted by City and County Clerks Association Presidents, Officers, and Program
Committees**
- 8:30 **Welcome and Introductions**
Trey Allen, Associate Professor of Public Law and Government, UNC School of
Government
- 8:45 **Setting the Stage**
Donna Warner, Adjunct Instructor, UNC School of Government
*What does it mean to govern in a system where power and authority is shared and no
single entity is in charge? What does it take to collaborate?*
- 9:15 **View from the Elected Side**
*Hear from board members as they talk about the roles and responsibilities of elected
officials. Share the differing perspectives each of you has about your jobs and how you
view leading and governing your communities. Learn from each other by asking questions
and sharing your perspectives.*
- 10:30 **View from the Appointed Side**
*City/county managers will take the stage and discuss their view of the world. We will
explore whether or not politics and administration can really be divided and how the clerk
can straddle this role.*
- 12:15 p.m. **Lunch (Imperial Rooms 4&5)**
- 1:15 **Putting it All Together**

2:00

Getting Your Message Across

You work in the public eye so how you present yourself and your ideas is important. The afternoon will be spent learning tips and tools for public speaking, writing effective correspondence and briefing a decision maker.

4:45

Wrap up

5:00

Academy I Adjourns

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Instructor Biography

Donna Warner has worked for the last two decades at the School of Government creating and implementing education and training programs for North Carolina local governmental leaders. In conjunction with SOG faculty and others, Donna designs and delivers management and leadership programs for city and county managers, emerging local governmental leaders, chief district judges, MPA students and local elected officials. She helped create several of the School's leadership programs including the Local Elected Leaders Academy, the Public Executive Leadership Academy, the LGFCU Fellows, and the Chief District Court Judges Leadership Program. Donna is also a certified facilitator with extensive experience working with boards and groups as well as a Master Trainer in The Leadership Challenge with a solid understanding of the behaviors and practices of exemplary leadership. She also conducts planning and board retreats for multiple North Carolina municipalities and counties, helping boards plan and work together to solve public problems. Donna brings expertise in budget and management analysis, strategic planning, human resource administration, and retreat facilitation. Donna earned a B.A. from the University of Virginia and an M.P.A. from the University of North Carolina at Chapel Hill.

Credit for Successful Completion of Institute and Academies

The School of Government of The University of North Carolina at Chapel Hill is the International Institute of Municipal Clerks' recognized provider of city and county clerks' educational programming in North Carolina. The School's Clerks Institutes and Academies may be used for credit towards the IIMC's designations of Certified Municipal Clerk (CMC) and Master Municipal Clerk (MMC).

The School also works cooperatively with the North Carolina Association of County Clerks and the North Carolina Association of Municipal Clerks to provide programs that earn credit under their respective state certification programs.

The School awards points for successfully completing the 2019 New Clerks Institute, Master Clerks Academy I, and Master Clerks Academy II. **Points are awarded separately for the Institute and for each Academy. To receive credit for the Institute or for an Academy, the student must attend all sessions as shown by the School's electronic attendance monitoring system and must complete and submit an on-line evaluation form for that event. *No partial credit can be awarded.***

Amounts of Credit Awarded

- 1. Persons successfully completing the New Clerks Institute will receive 3.0 CMC points (6.0 hours).**
- 2. Persons successfully completing Master Clerks Academy I will receive 3.5 CMC/MMC points (7.0 hours).**
- 3. Persons successfully completing Master Clerks Academy II will receive 4.0 CMC/MMC points (8.0 hours)**
- 4. The amount of credit awarded by the NC Association of Municipal Clerks and NC Association of County Clerks in their respective state certification programs is decided by each association in accordance with its own rules. Generally, the amount of credit allowed is based on the number of classroom hours attended.**