

**PUBLIC WORKS LEADERSHIP SKILLS**  
**October 24-26, 2017**  
**Overland Park Fire Training Center**  
**12401 Hemlock**  
**Overland Park, KS 66213**

**CLASS OUTLINE**

**Day One (Tuesday, October 24)**

- 7:30 Registration/Coffee and Light Refreshments**
- 8:00 Introduction/Welcome**
- 8:15 Overview of the Public Works Process** (Larry Frevert)
- The Ideal Director
  - Role of Public Works and its Staff
- 9:15 People Styles** (Caitlin Gard and Larry Frevert)
- Basic Personality Types
  - Leadership Styles
- 11:15 Leveraging Resources with other Entities** (Bill Stogsdill)
- Who can help
  - What can be done
- 12:15 Lunch**
- 1:00 Maintenance and Work Management Systems, Information Systems and Records Management** (Mike Ross and Cheryl Carner)
- Asset Management
  - Maintenance Management Systems
  - Work Order Tracking
- 2:00 Leadership Core Competencies** (Keith Duncan)
- What Are They
  - How To Apply Them
- 3:00 Municipal Planning & Urban Development** (Vicki Noteis)
- Planning and Public Works
  - Growth Management
- 4:00 Creating Partnerships** (Mary Jaeger)
- Internal/External Customers
  - Community
  - Regional
- 5:00 Adjourn**

**Day Two (Wednesday, October 25)**

- 8:00 Employee Relations** (Bill Billings)
- Understanding your Colleagues
  - Motivating the Workforce
- 9:00 Public/Citizen Relations** (Caitlin Gard)
- Establishing Rapport
  - Role of Staff
  - Customer Service

- 10:00 Council Relations** (Tony Hofmann and Councilman Fred Spears)
- Council Hot Buttons
  - Presentation Techniques
  - Sales Techniques
- 11:00 Workplace Safety** (Rich Profaizer)
- 12:00 Lunch**
- 12:45 Managing Building Codes and Property Maintenance Codes** (Chuck Williams)
- 1:45 Airport Management** (John Ohrazda)
- Planning, Design and Operations
  - Are Airports a Part of Public Works
- 2:45 Process Skills** (Dennis Randolph)
- Strategic Planning
  - Peer Review
  - Benchmarking
- 3:45 Succession Planning** (Chuck Williams and Tony Mesa)
- Planning for the Organization's Future
  - Crew Level vs. Management Level
- 4:45 Adjourn**

**Day Three (Thursday, October 26)**

- 8:00 Career Self Assessment** (Larry Frevert)
- 8:30 Public Works, APWA, and KC Metro APWA Chapter History** (Connie Hartline and Larry Frevert)
- 9:30 Professional Development** (Deanne Cross)
- APWA Education Offerings
  - What is Certification?
  - APWA Certification Programs
  - How to Get Involved with APWA
- 10:30 Cultural Awareness and Community Service** (Mahesh Sharma)
- Understanding Your Community
  - Serving Your Community
- 11:30 Lunch**
- 12:15 APWA Self Assessment (Accreditation)** (Bob Hartnett and Stephen Miller)
- 1:15 Defining Public Works Leadership Excellence** (Larry Frevert)
- 2:15 Excellence in Public Works Panel** (Doug Brown, Chuck Owsley and Ron Norris)
- 3:15 Examination**
- 4:00 Presentation of Certificates**
- 4:30 Group Photo and Adjourn**