



ABOUT US

The County Training Institute (CTI) is a collaborative partnership committed to strengthening and promoting leadership capacity of elected officials and county employees in Washington State. The CTI is your best resource for enhancing skills, receiving meaningful and relevant training, and updating knowledge in work-related areas.

PARTNERS

Contributions of these organizations make the CTI possible:

Washington State Association of Counties and their Affiliates

<http://www.wacounties.org>

Washington Association of County Officials and their Affiliates

<http://wacounties.org/waco/index.htm><http://www.wacounties.org/>

Washington Counties Risk Pool

<http://www.wcrp.info>/<http://www.wacounties.org/>

County Road Administration Board

<http://www.crab.wa.gov>

Washington Community College Consortium

mhoyer@spscc.ctc.edu

CONTACT US

Washington State Association of Counties



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Please visit www.countytraininginstitute.org for more details

CERTIFIED PUBLIC OFFICIAL



CPO Requirements

The Certified Public Official (CPO) Program is based upon a combination of requirements, including core curriculum courses, elective courses, and completion of the Newly- Elected Officials Training.



All other courses listed qualify for elective credits.

Credit Information

The number of CPO credits awarded for courses depends on the number of hours of instruction. A half-day training earns 2 credits; a full-day training earns 4 credits. To be certified, you will need 16 core credits and 16 elective credits. Officials should be able to complete the program within 24 months.

Core courses include:

- Financial Management/County Budgets
- Ethical Dilemmas
- Risk Management
- County Government Structure: Roles and Responsibilities
- The Legal Side of Personnel Management
- Strategic Planning
- Effective Communication











Indicates CPO core courses in schedule below.

QUICK LOOK CALENDAR

BEGIN DATE	END DATE	COURSE TITLE	INSTRUCTOR	LOCATION
7/29/2008	7/31/2008	Situational Leadership	Shireman	Wenatchee Valley College
8/7/2008	8/7/2008	There Ought to Be a Law	Layes	Spokane Community College
8/7/2008	8/7/2008	Public Meetings, Public Disclosure	Mason	Spokane Community College
8/12/2008	8/12/2008	Effective Communication 	Welch	Wenatchee Valley College
8/13/2008	8/13/2008	Conflict Happens: Skills for a Healthy Workplace	Ferber	Pierce College
8/13/2008	8/13/2008	County Structure: Roles & Responsibilities 	Weber	Bellevue Community College
8/14/2008	8/14/2008	Financial Management/County Budgets 	Olson	Cascadia Community College
8/14/2008	8/14/2008	County Structure: Roles & Responsibilities 	Weber	South Puget Sound Community College
8/20/2008	8/20/2008	Conflict Happens: Skills for a Healthy Workplace	Ferber	Wenatchee Valley College
9/16/2008	9/16/2008	Ethical Dilemmas 	Gaffney	Columbia Basin College
9/16/2008	9/16/2008	7 Habits Of Highly Effective People	Sugarman	Bellevue Community College
9/18/2008	9/18/2008	Strategic Planning 	Colvin	Spokane Community College
9/25/2008	9/25/2008	The Legal Side of Personnel Management 	Schroeder	Columbia Basin College
10/6/2008	10/7/2008	Management and Supervisory Training	Poulsen	Bellevue Community College
10/8/2008	10/8/2008	Crucial Conversations – Day 1 of 2	Sugarman	Columbia Basin College
10/14/2008	10/14/2008	Effective Communication 	Welch	Centralia College
10/14/2008	10/14/2008	Risk Management 	Lowe	ITV Conference sites (see course desc.)
10/15/2008	10/15/2008	Conflict Happens: Skills for a Healthy Workplace	Ferber	Grays Harbor College
10/16/2008	10/16/2008	Strategic Planning 	Colvin	Highline Community College
10/16/2008	10/16/2008	7 Habits Of Highly Effective People	Sugarman	Lower Columbia College
10/21/2008	10/21/2008	The Legal Side of Personnel Management 	Schroeder	Pierce College
10/21/2008	10/21/2008	Communicate, Build Trust and Engage	Welch	Wenatchee Valley College
10/21/2008	10/22/2008	Management and Supervisory Training	Poulsen	Central Washington University
10/22/2008	10/22/2008	Crucial Conversations – Day 2 of 2	Sugarman	Columbia Basin College
11/3/2008	11/4/2008	Management and Supervisory Training	Poulsen	Spokane Community College
11/5/2008	11/5/2008	Strategic Planning 	Colvin	Clark College
11/6/2008	11/6/2008	7 Habits Of Highly Effective People	Sugarman	Columbia Basin College
11/10/2008	11/12/2008	Situational Leadership	Shireman	Columbia Basin College
12/2/2008	12/4/2008	Situational Leadership	Shireman	South Seattle Community College
12/3/2008	12/3/2008	Conflict Happens: Skills for a Healthy Workplace	Ferber	South Puget Sound Community College

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12/3/2008	12/4/2008	Management and Supervisory Training		Poulsen	Pierce College
1/20/2009	1/20/2009	The Legal Side of Personnel Management		Schroeder	Clark College
1/21/2009	1/23/2009	Situational Leadership		Shireman	Cascadia Community College
1/22/2009	1/22/2009	Ethical Dilemmas		Gaffney	Lower Columbia College
2/3/2009	2/3/2009	Communicate, Build Trust and Engage		Welch	Bellevue Community College
2/4/2008	2/4/2008	Conflict Happens: Skills for a Healthy Workplace		Ferber	Centralia Community College
2/12/2009	2/12/2009	The Legal Side of Personnel Management		Schroeder	Spokane Community College
2/26/2009	2/26/2009	Ethical Dilemmas		Gaffney	Spokane Community College
3/18/2008	3/18/2008	Conflict Happens: Skills for a Healthy Workplace		Ferber	Spokane Community College
3/26/2008	3/26/2008	Strategic Planning		Colvin	Olympic College
4/9/2009	4/9/2009	7 Habits Of Highly Effective People		Sugarman	Spokane Community College
4/14/2009	4/14/2009	Crucial Conversations – Day 1 of 2		Sugarman	Cascadia Community College
4/16/2009	4/16/2009	Ethical Dilemmas		Gaffney	Pierce College
4/28/2009	4/28/2009	Crucial Conversations – Day 2 of 2		Sugarman	Cascadia Community College
4/22/2009	4/24/2009	Situational Leadership		Shireman	Spokane Community College
5/5/2008	5/5/2008	The Legal Side of Personnel Management		Schroeder	Grays Harbor College
5/12/2008	5/12/2008	Conflict Happens: Skills for a Healthy Workplace		Ferber	Yakima Valley Community College
5/12/2009	5/12/2009	Crucial Conversations – Day 1 of 2		Sugarman	Bellevue Community College
5/19/2008	5/19/2008	Strategic Planning		Colvin	Location to be announced
5/26/2009	5/26/2009	Crucial Conversations – Day 2 of 2		Sugarman	Bellevue Community College

WHO SHOULD ATTEND

All courses, including those designated as CPO core courses, are open to any county elected official, appointed official, county employee or affiliate. For the most current schedule and/or to register, go to www.countytraininginstitute.com.

FALL AND WINTER 2008-2009

7 HABITS OF HIGHLY EFFECTIVE PEOPLE

TONIA SUGARMAN

This course is based on the best-selling business book *The 7 Habits of Highly Effective People®*. In this dynamic one-day course you will experience a powerful life transformation that fosters greater productivity, increased influence in key relationships, stronger team unity, and complete life balance. During the workshop, you will experience interactive exercises, case studies, and poignant video segments, and learn from the experiences of other participants.

	LOCATION	BEGIN AND END		TIME
Bellevue Community College	Bellevue	9/16/2008	9/16/2008	8:30 A - 4:30 P
Lower Columbia College	Longview	10/16/2008	10/16/2008	8:30 A - 4:30 P
Columbia Basin College	Pasco	11/6/2008	11/6/2008	8:30 A - 4:30 P
Spokane Community College	Spokane	4/9/2009	4/9/2009	8:30 A - 4:30 P

COMMUNICATE, BUILD TRUST AND ENGAGE

MIMI WELCH

One of the most difficult tasks local governments face today is involving citizens in government decision making. Linked to a lack of involvement are the problems of disengagement and distrust in government. The general public maintains its position as “we” and that of the government as “they” when discussing the difficult issues we face. This course will give you ideas, practical advice, and tools to use. You will walk away with a preliminary action plan outlining the processes you will use to involve your citizens and receive their input in the difficult decisions ahead. Topics include: public process strategies that others have used successfully; clear, concise messages for sharing and understanding difficult issues; common formats and materials that help explain your budget, impacts of initiatives and other challenging issues; and elements of a communication plan to engage your community members in discussion around contentious community issues.

	LOCATION	BEGIN AND END		TIME
Wenatchee Valley College	Wenatchee	10/21/2008	10/21/2008	8:30 A - 4:30 P
Bellevue Community College	Bellevue	2/3/2009	2/3/2009	8:30 A - 4:30 P

CONFLICT HAPPENS: SKILLS FOR A HEALTHY WORKPLACE

EVAN FERBER

Conflict resolution skills are highly transferable and useful in all areas of life, both professional and personal. Acquiring these skills can save financial and human resources by empowering people to resolve conflicts without turning to more costly and adversarial processes such as grievances and court proceedings. They contribute to effective teamwork, enhance respect for diversity, build morale, and increase the quality of customer service. Mediation skills are critical in bridging the different viewpoints to successfully reach a consensus. Topics include: conflict theory and styles; active listening; issues and interests; power dynamics and strategies for balancing power; getting to understanding; reframing; the role of third party “neutrals”; and dealing with difficult behaviors.

	LOCATION		BEGIN AND END	TIME
Pierce College	Puyallup	8/13/2008	8/13/2008	8:30 A - 4:30 P
Wenatchee Valley College	Wenatchee	8/20/2008	8/20/2008	8:30 A - 4:30 P
Grays Harbor Community College	Aberdeen	10/15/2008	10/15/2008	8:30 A - 4:30 P
South Puget Sound Community College	Lacey	12/3/2008	12/3/2008	8:30 A - 4:30 P
Centralia Community College	Centralia	2/4/2009	2/4/2009	8:30 A - 4:30 P
Spokane Community College	Spokane	3/18/2009	3/18/2009	8:30 A - 4:30 P
Yakima Valley Community College	Yakima	5/12/2009	5/12/2009	8:30 A - 4:30 P

COUNTY GOVERNMENT STRUCTURE: ROLES & RESPONSIBILITIES

TO BE ANNOUNCED



Counties operate under powers granted to them by state statute. Successful leadership within each county depends on a clear understanding of the roles and responsibilities of commissioners, council members, executives, and other elected officials. Through lecture and small group discussion, case studies and group activities, participants will broaden their knowledge for county government structure. Topics include: key roles and responsibilities of elected and appointed county government officials; methods to build a management team designed for your county’s needs and culture; techniques to enhance commitment to the county management team; problem-solving skills and techniques to address those “wicked county problems”; the roles of social trust within the context of community support for local government; history and purpose of county government.

	LOCATION		BEGIN AND END	TIME
Bellevue Community College	Bellevue	8/13/2008	8/13/2008	8:30 A - 4:30 P
South Puget Sound Community College	Lacey	8/14/2008	8/14/2008	8:30 A - 4:30 P

Future dates and locations to be announced.

Please visit www.countytraininginstitute.org for more details

CRUCIAL CONVERSATIONS

TONIA SUGARMAN

Learn how to achieve spirited dialogue at all levels of your organization. This skill enables you to surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment. This training introduces a set of tools that builds alignment, agreement, and interpersonal communication. Topics include: tools for talking when stakes are high; speaking persuasively, not abrasively; accurately addressing concerns by talking candidly and skillfully; building acceptance rather than resistance; creating conditions where people speak with complete candor and with complete respect; and fostering teamwork.

Please note: *This is a two-day course, but is not delivered on consecutive days. If you register for the October course at Columbia Basin College, you will attend October 8 and October 22. If you register for the April course at Cascadia Community College, you will attend April 14 and April 28. If you register for the May course at Bellevue Community College, you will attend May 12 and May 26. The cost to register for this course is \$240.*

	LOCATION	BEGIN AND END		TIME
Columbia Basin College	Pasco	10/8/2008 10/22/2008	10/8/2008 10/22/2008	8:30 A - 4:30 P and 8:30 A - 4:30 P
Cascadia Community College	Bothell	4/14/2009 4/28/2009	4/14/2009 4/28/2009	8:30 A - 4:30 P and 8:30 A - 4:30 P
Bellevue Community College	Bellevue	5/12/2009 5/26/2009	5/12/2009 5/26/2009	8:30 A - 4:30 P and 8:30 A - 4:30 P

EFFECTIVE COMMUNICATION



Examine the importance of overall communication in the workplace. Explore intergenerational management, active listening, and approaches to effective engagement. Topics include mechanics and human dynamics of communication and how to improve effectiveness; listening to others with intention and attention; interpreting non-verbal communication cues; and communication styles and the implications they have on success.

MIMI WELCH

	LOCATION	BEGIN AND END		TIME
Wenatchee Valley College	Wenatchee	8/12/2008	8/12/2008	8:30 A - 4:30 P
Centralia College	Centralia	10/14/2008	10/14/2008	8:30 A - 4:30 P

ETHICAL DILEMMAS

MICHAEL GAFFNEY



Through lecture and small group discussion, case studies, and group activities, participants review the ethical environment within which public officials must function as well as the standards they are expected to meet. This training provides new and seasoned elected officials and public administrators with an understanding of statutory standards, core principles and the ability to apply these principles in their own county organization. Topics include: ethical sources and approaches; awareness of problems and responses; core principles involved in ethical behaviors for public officials; conflict of interest issues, and personal advantage/gain.

	LOCATION		BEGIN AND END		TIME
Columbia Basin College		Pasco	9/16/2008	9/16/2008	8:30 A - 4:30 P
Lower Columbia College		Centralia	1/22/2009	1/22/2009	8:30 A - 4:30 P
Spokane Community College		Spokane	2/26/2009	2/26/2009	8:30 A - 4:30 P
Pierce College		Puyallup	4/16/2009	4/16/2009	8:30 A - 4:30 P

FINANCIAL MANAGEMENT/COUNTY BUDGETS

GLEN OLSON



Through lecture and small group discussion and activities, participants will learn about county government finance and budget. The field of local government is a challenging one. It requires current job knowledge and constant skill refinement in order to provide the public with the best service possible. This training will provide beneficial information and you will leave better equipped to meet the demands of your position. Topics include: county finance basics including roles and responsibilities, legal requirements and financial terminology; county budget basics including planning and forecasting, preparation and administration; county revenue sources, restrictions and techniques for forecasting; capital budget requirements; and how to link performance management to your budget process.

	LOCATION		BEGIN AND END		TIME
Cascadia Community College		Bothell	8/14/2008	8/14/2008	8:30 A - 4:30 P

Future dates and locations to be announced.

MANAGEMENT AND SUPERVISORY TRAINING

CONNIE POULSEN

Gain new insight into managing and supervising skills that you can apply immediately upon returning to the workplace. Through hands-on, real world exercises you will learn how to cope with the challenges facing managers and supervisors today. Learn about key leadership styles and how to lead during times of change. Improve your delegation skills, set expectations and hold employees accountable, and to assess performance. Topics include: leadership; managing change; delegation skills; resolving conflicts; managing employee performance; managing a diverse workforce; public sector ethics; and delivering performance appraisals.

Please note: This is a two-day course. The cost to register is \$240.

	LOCATION	BEGIN AND END		TIME
Bellevue Community College	Pasco	10/6/2008	10/7/2008	8:30 A - 4:30 P
Central Washington University	Ellensburg	10/21/2008	10/22/2008	8:30 A - 4:30 P
Spokane Community College	Spokane	11/3/2008	11/4/2008	8:30 A - 4:30 P
Pierce College	Puyallup	12/3/2008	12/4/2008	8:30 A - 4:30 P

MEDIA RELATIONS

CAROL MATHEWSON

This course introduces participants to the world of media relations. Topics include responding to a reporter's call; what to say (and not say) during an interview; building an effective working relationship with the media; developing key messages and sound bites; handling difficult situations; and getting your program publicity.

LOCATION	BEGIN AND END	TIME
Future dates and locations to be announced.		

PUBLIC MEETINGS, PUBLIC DISCLOSURE

PATRICK MASON

Discover the basic legal doctrines that county elected and appointed officials need to know to perform their official duties. Topics include, The Open Public Meeting Act, Public Records Act, identifying conflicts of interest and appropriate responses, and Ethics and the Appearance of Fairness Doctrine.

	LOCATION		BEGIN AND END	TIME
Spokane Community College	Spokane	8/7/2008	8/7/2008	8:30 A – Noon

Future dates and locations to be announced.

RISK MANAGEMENT

JILL LOWE, et al



Understand risk management functions, approaches to risk control, and claim litigation management in public entities. Topics include: negligence as it relates to county government activities; vicarious, contractual and decision-making liability; insurance/risk management structures; exposures related to financial decisions; loss control techniques, including policy development, training, and self-assessment process; claims/litigation handling; advantages and disadvantages of different types of risk coverage including self-insurance; commercial insurance; and insurance pooling.

	LOCATION		BEGIN AND END	TIME
State Board ITV Conference Room	Olympia	10/14/2008	10/14/2008	8:30 A – 4:30 P
<u>ITV host sites</u>				
Spokane Community College	Spokane	10/14/2008	10/14/2008	8:30 A – 4:30 P
Wenatchee Valley College	Wenatchee	10/14/2008	10/14/2008	8:30 A – 4:30 P
Wenatchee Valley College	Omak	10/14/2008	10/14/2008	8:30 A – 4:30 P
Skagit Valley Community College	Mount Vernon	10/14/2008	10/14/2008	8:30 A – 4:30 P
Skagit Valley CC – San Juan	Friday Harbor	10/14/2008	10/14/2008	8:30 A – 4:30 P
Peninsula College	Port Angeles	10/14/2008	10/14/2008	8:30 A – 4:30 P
Columbia Basin College	Pasco	10/14/2008	10/14/2008	8:30 A – 4:30 P
Lower Columbia College	Longview	10/14/2008	10/14/2008	8:30 A – 4:30 P

SITUATIONAL LEADERSHIP

DICK SANDE, JACK SHIREMAN

Explore the world of the supervisor and develop employee competence, and commitment. Examine the role of the supervisor in managing systems and leading people. Participants will look at themselves through the application of the Myers-Briggs Typology as it relates to organizations. We will explore the supervisor's role in managing and leading across generations. Participants will be immersed in the practical application of Situational Leadership, an effective leadership strategy to match the development needs of employees with the appropriate leadership style. Topics include: Understanding organizations from a systemic perspective; identifying your MBTI style and learning to appreciate the role "differences" play in supervision; facilitating change in an organizational setting; diagnosing the development levels of employees and choosing the appropriate leadership style; becoming flexible leaders who are highly skilled at recognizing and adapting to the needs of employees; and recognizing when there is a "mismatch" in supervision and flexing your leadership strategy accordingly.

Please note: This is a 3-day course and has been approved for eight (8) elective credits. The cost to register is \$360.

LOCATION		BEGIN AND END		TIME
Wenatchee Valley College	Wenatchee	7/29/2008	7/31/2008	8:30 A - 4:30 P
Columbia Basin College	Pasco	11/10/2008	11/12/2008	8:30 A - 4:30 P
South Seattle Community College	Seattle	12/2/2008	12/4/2008	8:30 A - 4:30 P
Cascadia Community College	Bothell	1/21/2009	1/23/2009	8:30 A - 4:30 P
Spokane Community College	Spokane	4/22/2009	4/24/2009	8:30 A - 4:30 P

STRATEGIC PLANNING

CINDY COLVIN



Examine the differences between strategic and operational planning. Look at various planning models and processes and explore the responsibility of public managers in making strategic and operational decisions. Topics include: using key customer and stakeholder requirements to develop plans; assess organization capabilities and capacity; assess organizational and societal risks; and develop a plan for implementation and achieving organizational alignment.

LOCATION		BEGIN AND END		TIME
Spokane Community College	Spokane	9/18/2008	9/18/2008	8:30 A - 4:30 P
Highline Community College	Des Moines	10/16/2008	10/16/2008	8:30 A - 4:30 P
Clark College	Vancouver	11/5/2008	11/5/2008	8:30 A - 4:30 P
Olympic College	Bremerton	3/26/2009	3/26/2009	8:30 A - 4:30 P
Location to be announced		5/19/2009	5/19/2009	8:30 A - 4:30 P

Please visit www.countytraininginstitute.org for more details

THE LEGAL SIDE OF PERSONNEL MANAGEMENT

BRUCE SCHROEDER



Develop skills to effectively manage personnel while minimizing the risk that your county and/or you will be sued. Learn current public employment laws. Topics include: minimizing discrimination challenges; accommodations for the disabled; hiring practices; performance evaluations; discipline and discharge decisions; personnel files; attendance issues; union issues; and who is the employer in county government.

	LOCATION		BEGIN AND END		TIME
Columbia Basin College		Pasco	9/25/2008	9/25/2008	8:30 A - 4:30 P
Pierce College		Puyallup	10/21/2008	10/21/2008	8:30 A - 4:30 P
Clark College		Vancouver	1/20/2009	1/20/2009	8:30 A - 4:30 P
Spokane Community College		Spokane	2/12/2009	2/12/2009	8:30 A - 4:30 P
Grays Harbor College		Aberdeen	5/5/2009	5/5/2009	8:30 A - 4:30 P

THERE OUGHT TO BE A LAW

ENID LAYES

Whether you want to successfully influence lawmakers or simply understand how laws are made, this course will provide you with a clear perspective on the main attraction: THE STATE LEGISLATURE. The best way to make sure the message of Washington's counties is heard and considered during the legislative process is to understand the process and your role in making your case with legislators. Topics include: the people, the process, public policy, and good communication.

	LOCATION		BEGIN AND END		TIME
Spokane Community College		Spokane	8/7/2008	8/7/2008	1:30 P - 4:30 P

Future dates and locations to be announced/

COURSES TO WATCH FOR

EFFECTIVE MEETING MANAGEMENT
PREVENTING HARASSMENT
TEAMBUILDING
MEDIA RELATIONS
EMERGENCY MANAGEMENT
POWERPOINT AND OTHER MICROSOFT OFFICE SOFTWARE
PROBLEM-SOLVING AND DECISION-MAKING

Courses will be added as developed. Please watch the web site, www.countytraininginstitute.com for the most current list of course offerings



Please visit www.countytraininginstitute.org for more details

REGISTRATION

Unless otherwise noted, the registration fee for half-day courses is \$60. The registration fee for full-day course, is \$120 per day.

Register online from the County Training Institute web site at www.countytraininginstitute.com.

CANCELLATION POLICY

Course Cancellation:

Classes will be cancelled five (5) days prior to the date of delivery if fewer than eight (8) participants are registered. Participants will be notified via e-mail. Full refunds will be issued to all participants if the course is cancelled due to low enrollment.

Participant Cancellation

To cancel a registration, please contact Whatcom Community College at 360-647-3277 at least four (4) working days prior to the class. A full refund will be issued.

If a registration is cancelled less than 4 working days prior to the class, you are entitled to apply that fee toward any County Training Institute course offered within a year of the date of credit. Please note: a credit voucher may not be exchanged for a cash refund.

NO REFUNDS or CREDITS will be given for a class once it has started. Refunds based on special circumstances must be requested in writing and are not guaranteed.