



2024 IIMC REGION II CONFERENCE DEWEY BEACH, DE



CONFERENCE PROGRAM

January 9-12, 2024 | Hyatt Place | Dewey Beach, DE

"Enrichment by the Bay"

Hosted by the Delaware Municipal Clerks Association.



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WHAT TO EXPECT

It is our honor and privilege to welcome you to the 2024 IIMC Region II Conference.

We are excited to be able to provide for up to 7.5 education points for either **CMC or MMC certification!**

As you attend the many professional development opportunities available and network with one another, we hope you find the strategies and practices exchanged to be of use to you in the best possible way.

It's great to have you in Delaware!

Sincerely,

Diana Reed, MMC
DMCA President

SCHEDULE

Tuesday, January 9

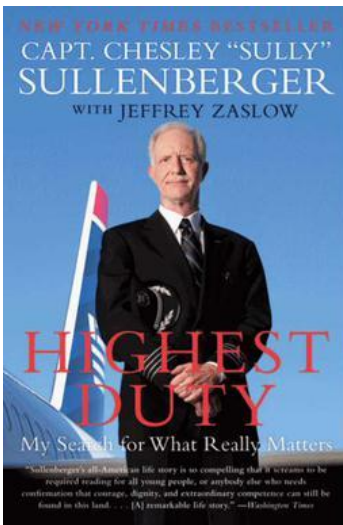
9:00 am – 4:00 pm **Athenian Dialogue**

3.00 CMC/MMC Points

Lunch included, pre-registration required, limited to first 30 registrants.

Location: Ballroom East

Facilitator: Libby Hume, MMC, Athenian Leadership Society Fellow & Facilitator



Highest Duty: My Search for What Really Matters By Chesley Sullenberger

The inspirational autobiography by one of the most captivating American heroes of our time, Capt. 'Sully' Sullenberger--the pilot who miraculously landed a crippled US Airways Flight 1549 in New York's Hudson River, saving the lives of all 155 passengers and crew. On January 15, 2009, the world witnessed a remarkable emergency landing when Captain Sully Sullenberger skillfully glided US Airways Flight 1549 onto the Hudson River, saving the lives of all 155 passengers and crew. His cool actions not only averted tragedy but made him a hero and an inspiration worldwide. Sully's story is one of dedication, hope, and preparedness, revealing the important lessons he learned through his life, in his military service, and in his work as an airline pilot. It reminds us all that, even in these days of conflict, tragedy and uncertainty, there are values still worth fighting for--that life's challenges can be met if we're ready for them.

Cost: \$125.00

Maximum of 30 attendees

PARTICIPANTS MUST PURCHASE AND READ BOOK PRIOR TO DIALOGUE.

5:30 pm – 9:30 pm Welcome Reception/Social with bonfire and cash bar (Open to All Conference Attendees)

After a long day of classes or travel, join everyone for cocktails (cash bar), hors d'oeuvres and smores around the fire pit as we catch up with one another and prepare for classes tomorrow.

SCHEDULE

Wednesday, January 10 (Pre-Conference)

6:30 am – 8:00 am Breakfast

7:30 am – 8:00 am Registration Open

8:00 am – 9:55 am “Diversity and Cultural Competency”

Valdese West, MPA, Assistant Policy Scientist
University of Delaware Institute for Public Administration
.50 CMC/MMC Points

This workshop will explore the meaning and practical nature of creating inclusive communities. Competency is intended to create a broader understanding of diverse perspectives, and the ability to strive for cultural humility. In the Municipal realm diversity and cultural competency are not always a priority, but clerks are directly in the middle of their impacts. In this session we will explore social justice concepts and inclusive principles while recognizing the unique perspectives of the communities we live in.

9:55 am – 10:05 am Break

10:05 am – 12:05 pm “Intro to Real Estate Development”

Sean O'Neill, AICP, Policy Scientist
University of Delaware Institute for Public Administration
.50 CMC/MMC Points

This training course will introduce the real estate development process from the perspective of the real estate professional. Attendees will learn the ins and outs of what it takes to get development projects designed, funded, built, and completed. This course will give local government officials a better understanding of their role in the development process and how land use decisions and regulations can guide the growth of their communities in the future. Course topics will include: The Real Estate Development Project Lifecycle; Market Research; Site Selection; Real Estate Financing; Asset Management; The Role of the Public Sector

12:05 pm – 12:55 pm Lunch

1:00 pm – 2:55 pm “Growth Strategies Workshop”

Valdese West, MPA, Assist. Policy Scientist
University of Delaware Institute for Public Administration
.50 CMC/MMC Points

Life is meant to be enjoyable, and happiness is within your reach. Challenges will come from every direction, and though you can't control the obstacles in your life, you can focus your energy on how to grow and thrive regardless of the circumstance. This workshop will help participants understand their own growth patterns and how to make choices with intention. This session will serve to encourage personal and professional development, municipal clerks will identify important values and work to discover opportunities for growth. Clerks will participate in a series of values identifying exercises and conclude with small group discussion.

2:55 pm – 3:05 pm Break

3:05 pm – 5:00 pm “No Complaining - How to Master the Whiners & Make Them Winners”

Anne Uecker, Motivational Coach, AnneU Speaks
.50 CMC/MMC Points

This session will focus on adjusting your complaining attitude into a solution based attitude. We are complainers by nature – babies cry for food or comfort and adult cry by complaining. Many do it out of habit and don't even realize they are complaining. Key Points: How to turn complaints into solutions; How to use “Complaining Tools”; Building your Positive Principles; No Complaining Rule; Things to do instead of Complain.

6:30 pm – 9:30 pm Dinner and Trivia Night

Let's Do Trivia! is a team-based trivia game show that gives you the time to answer questions while also enjoying the sense of community that comes from spending time with those you love. One member of each team will use a smart phone or tablet to register the team and answer questions. These games are hand-crafted each week by a team of writers and checkers to guarantee 99.9% accuracy.

SCHEDULE

Thursday, January 11 (Conference)

6:30 am – 8:00 am **Breakfast and Welcome**

7:30 am – 8:00 am **Registration Open**

8:00 am – 9:55am **“Finding the Leader in You”**
Camilla Pitman, MMC, Certified PLS
City Clerk, City of Greenville, SC
.50 CMC/MMC Points

“I’m not a leader; I’m just a clerk” is one of the first comments presenter Camilla Pitman heard while encouraging a municipal clerk to participate in her first Athenian Dialogue. As a facilitator with IIMC’s Athenian Leadership Society, Camilla will share the purpose of the IIMC program and will expound upon leadership concepts and principles recognized during dialogues she has facilitated that are relevant to municipal government positions. From Sully Sullenberger’s focus on continuing education to Truett Cathy’s desire to provide quality service to his customers and self-worth to his employees, Camilla will inspire participants to elevate their standards in leadership to a higher level.

9:55 am – 10:05 am **Break**

10:05 am – 12:05 pm **“Conflict Resolution Skills for Interpersonal Conflicts “**
Joy Jordan, Assistant Policy Scientist
University of Delaware Institute for Public Administration
.50 CMC/MMC Points

As a professional, you will encounter conflicts requiring essential conflict management skills to assist with a resolution. This workshop will explain the five conflict management styles we all use to navigate interpersonal conflict; the pros and cons of each style; how to use each style; and how to select the appropriate style for conflicts.

12:10 pm – 12:55 pm **Lunch**

1:00 pm – 2:55 pm **“Council Orientation.....Welcome to the City”**
Camilla Pitman, MMC, Certified PLS
City Clerk, City of Greenville, SC
.50 CMC/MMC Points

Institutional knowledge is very important to any organization, but when you are welcoming new council members to your organization, it is important to assist in making them feel knowledgeable in their new role and with their municipal organization as soon as possible. This session will provide information on developing a Council Orientation Handbook and determining the necessary information required to assist in making your new council member feel confident in their new surroundings. From internal policy and procedures to local and state law, this session will provide you with suggestions of material that will not only assist your council members, but will serve as an educational experience for new department directors and office employees. Because change in your elected officials is always inevitable, developing and maintaining an Orientation Handbook is a must for all municipal organizations.

2:55 pm – 3:05 pm **Break**

3:05 pm – 5:00 pm **“The Coffee Bean – Be the Transformer”**
Anne Uecker, Motivational Coach, AnneU Speaks
.50 CMC/MMC Points

Life often presents us with circumstances that can define us if we let them. These can be presented through moments, stages of phases that are so pivotal they alter our future plans. The outcome is determined by your response to these circumstances. The outcome is altered greatly by your choice to be a carrot, an egg or a coffee bean. Key Points: How to transform negative events into positive outcomes; Create an action plan to “be the Bean”

6:00 pm – 9:30 pm **Dinner and Casino night**

Join us for dinner and a night of FREE competition and fun. We will have Blackjack, Roulette and Craps. There are several prizes to be won at the end of the night, so be sure to play your best!

SCHEDULE

Friday, January 12 (Conference)

6:30 am – 8:00 am **Breakfast and Welcome**

8:00 am – 10:00 am **“Codification: Successes, Challenges, and Lessons Learned”**

Camilla Pitman, MMC, Certified PLS

City Clerk, City of Greenville, SC

.50 CMC/MMC Points

As a city grows and changes, new ordinances are adopted and existing ordinances are amended. Because the laws of your city change over time, it is important that regular maintenance be performed on your municipal code to ensure that it is an accurate, up-to-date representation of your city’s current laws. Additionally, by regularly verifying that your ordinances remain consistent with your state law, you are making certain that your code is a reliable and enforceable resource for council, staff and the public. Whether you are new to codification or a pro, join this Municipal Clerk who has participated in two codifications of her city’s ordinances and learn about the process used, challenges encountered, and lessons learned.

10:00 am – 12:00 pm **Business meeting**

CMC/MMC Points: The schedule presented allows for up to **7.5 CMC or MMC points!** In order to receive points for classes, the assessment tool must be completed. Once assessments are reviewed, your certificate will be emailed to you.

CONFERENCE REGISTRATION

2024 IIMC REGION II CONFERENCE | DEWEY BEACH, DE

(Please print or type)

Name: _____ Title: _____ CMC MMC

Municipality/Organization: _____

Address: _____

City, State, Zip: _____

Email: _____ Phone: _____

Guest's Name: _____

Tuesday, January 9 \$125.00

Athenian Dialogue (includes lunch, space limited to 30)

Wednesday, January 10 \$175.00

Pre-Conference (includes breakfast, lunch, education sessions and welcome reception)

Thursday & Friday, January 11 & 12 \$325.00

Conference (includes breakfast, lunch, education sessions and dinner)

Guest \$150.00

(includes lunches, welcome reception, and dinner)

Late/On-Site Registration \$50.00

(registrations received after December 15)

Total Due \$ _____

Make checks payable to: **Delaware Municipal Clerks Association**

Mail registration and payment to: **City of Newark**
City Secretary's Office
Attn: Diana Reed, DMCA President
220 S. Main Street
Newark, DE 19711

Any dietary restrictions or questions?
Contact Tracy Torbert at tracy.torbert@sussexcountyde.gov

NO REFUNDS AFTER DECEMBER 15, 2023

HOTEL INFORMATION

Hyatt Place Dewey Beach

The Hyatt Place Dewey Beach reservations can be made at https://www.hyatt.com/en-US/hotel/delaware/hyatt-place-dewey-beach/ilgzd?corp_id=G-DMCA, or by calling 1-855-556-1297 using reservation code G-DMCA. The group rate is \$99/night for a standard king or queen/queen room type. **The cut-off date to book rooms is December 11th, 2023.** After that date, the group rate is not guaranteed at the hotel. In addition, complimentary parking is available for guests.

**1301 Coastal Highway
Dewey Beach, DE 19971**

Phone: 800.441.9019

www.hyattplacedeweybeach.com

Hyatt Place Dewey Beach - Amenities

- Spacious Accommodations featuring 130 guest rooms and 15 luxury condominiums
- Pull-out cozy-corner sleeper sofa in every room
- Refrigerator, coffee maker in every room
- Complimentary Breakfast
- Complimentary Parking
- Outdoor deck with firepits
- Access to Bay Beach behind hotel on Rehoboth Bay
- Indoor swimming pool
- The Lighthouse restaurant on property
- Pet Friendly hotel
- In room Staycast streaming services
- Onsite 24 hour workout and laundry facilities

Convenient Location

- Across the street from Oceanfront beach in Dewey.
- Steps from restaurants and nightlife in Dewey Beach.
- Short drive to tax-free Tanger Outlet shopping
- Hotel on Rehoboth Bay and bay beach.
- Two miles from downtown Rehoboth Beach -with shopping, bars, restaurants and the famous Rehoboth beach boardwalk.

HOTEL MAP



BIOGRAPHIES

Libby Hume is the Town Clerk of the town of Cape Charles on the Eastern Shore of Virginia and has been in the position since August 2008. Libby has over 25 years' experience in administration, 15 with the town of Cape Charles, and 10 in the private sector. She joined IIMC and the VMCA in 2009 and obtained her CMC in November 2013 and her MMC in September 2016. She was inducted into the IIMC Athenian Leadership Society as a Fellow in May 2018 and was certified as an ALD facilitator in October 2019. She has been active in the Virginia Municipal Clerks Association and has served as president, first and second vice president and treasurer. She has also served on the IIMC Diversity-Inclusivity Task Force and IIMC Foundation Development Committee. She lives in Machipongo, VA – God's Country, along with her husband of 25 years, and three dogs.

Valdese West, is an Assistant Policy Scientist for the Institute of Public Administration at the University of Delaware (UD). Her policy area of expertise is Conflict Resolution and civil discourse. She is a mediator, facilitator and trainer for the Conflict Resolution Program where she mediates disputes and facilitates challenging meetings. Ms. West has experience handling domestic, education, personal injury and workers compensation related disputes in Delaware and Virginia.

In addition to her role as an Assistant Policy Scientist, she also serves as an Institutional Director for the Delaware Municipal Clerks Institute which provides training and development opportunities for clerks working in local government in Delaware and Maryland.

Ms. West has several years of non-profit policy background and has expertise in organizational leadership, creation of professional development initiatives and grants management. She is a certified mediator, Strategic Doing Practitioner, and a Mental Health First Aid professional. She has a Master of Public Administration degree and a Bachelor of Science in Criminal Justice degree, both from Strayer University.

Sean O'Neill, AICP, Policy Scientist, University of Delaware Institute for Public Administration. Sean joined the University of Delaware Institute for Public Administration (IPA) in May of 2017. Sean's role with IPA is multi-faceted but includes working on applied research projects with state agencies such as DelDOT and the Office of State Planning Coordination, direct project work on comprehensive plans and related projects with local communities from the City of Wilmington to Fenwick Island in Sussex County, and managing IPA's Local Government Leaders training program. Sean has also done project work at IPA on the topics of housing, bicycle and pedestrian mobility, city and town management, economic development, and community health issues. Prior to joining IPA, Sean was a Senior Planner with the Chester County, PA Planning Commission where he was responsible for coordinating housing and emergency management related efforts in addition to working directly with municipalities through the County's Vision Partnership Program. Sean spent the first 10 years of his career working in the Washington DC and Baltimore region at Colliers International, JPI, Inc, The Bozzuto Group, and the City of Annapolis, MD Planning Department. In addition to serving as a co-chair of the ULI Delaware Council from 2018-2020, Sean has served on the Executive Committee of the Delaware Chapter of the American Planning Association (APA) since 2017 and is the current President of APA Delaware

Anne Uecker, AnneU Speaks is all about the power of being positive, of taking your life to the next level both personally and professionally. Anne is on a mission to make the world a better place, one person at a time. Anne has over 30 years of experience in local government and is a proud Certified Trainer for the Jon Gordon Company. Her passion is helping others recognize the power they have within them to be an effective, positive leader. From "seasoned" leaders to "newbies", Anne can inspire them to reach inside and find their leadership style. Energy and laughter is her signature style, and she is always the first to laugh – generally at herself!

BIOGRAPHIES

Camilla Pitman, MMC, PLS, has served the city of Greenville, South Carolina, since 1995, as Legal Office Coordinator for the City Attorney's Office, Clerk of Court of Municipal Court, and since 2007 as City Clerk. Prior to joining the City, Camilla served as a legal assistant in Greenville area law firms for ten years.

Leadership and service have always been a part of Camilla's background. She previously served as President for the South Carolina Municipal Finance Officers, Clerks, and Treasurers Association, as President of the Legal Staff Professionals of South Carolina and Legal Staff Professionals of Greenville, and as a member on IIMC Committees since 2012. Camilla completed her term of service in May 2022 on the IIMC Board of Directors representing Region III and is currently serving as Chair on the IIMC Policy Committee.

Camilla has presented at IIMC Annual Conferences, IIMC Region Conferences, IIMC state associations and affiliates, and NALS national, state and local chapters. Camilla recently went international during the 2023 IIMC Study Abroad and Symposium where she served as a presenter at the VvG Symposium in Amsterdam, Netherlands.

Camilla is certified as a Master Municipal Clerk and in 2017 was named as an Athenian Leadership Society Fellow and Dialogue Facilitator. Camilla currently serves as a mentor for IIMC members interested in becoming Athenian Facilitators and served as mentor to the first IIMC Region XI facilitator. Camilla is a 2014 IIMC PEGA Award Recipient and at the 2023 IIMC Annual Conference in Minneapolis, Camilla was honored as an IIMC Quill Award Recipient.

Joy Jordan, is an Assistant Policy Scientist in the Institute for Public Administration's (IPA) Conflict Resolution Program at the University of Delaware. In this role, she mediates and facilitates statewide disputes, creates training material, develops workshops, and analyzes data. With experience in Public Affairs, Community Development, International Marketing, and Financial Literacy, Joy brings a diverse background to her role as a mediator and facilitator.

Joy has presented on Conflict Management at *The Center for Appropriate Dispute Resolution in Special Education* (CADRE) conference, and the Delaware Department of Labor's Leadership Academy.

Joy holds a Bachelor of Science degree in Business Administration with a concentration in Marketing from Drexel University, and a certificate in Communications for Professionals from the University of Pennsylvania. She also holds certificates in Mediation Training, Strategic Doing Practitioner, and Social Media. Joy serves as the Secretary for the *Delaware ACE Women's Network (DAWN)*, an organization of women committed to the advancement of women leaders in higher education.

IIMC Region II Board of Directors

Awilda Hernandez, MMC

City of Bowie, MD

Travis Morris, CMC

County of Albemarle, VA

Delaware Municipal Clerks Association Board of Directors 2023-2024

President - Diana Reed, MMC / City of Newark

Vice President - Stephanie Coulbourne, CMC / Town of Milton

Secretary - Ashley Walls / City of Dover

Treasurer - Linda Sommermann / Town of Elsmere

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IIMC Region II Conference Committee

Chair - Tracy Torbert, CMC / Sussex County

Stephanie Coulbourne, CMC / Town of Milton

Valerie Heritage, MMC / City of Milford

Diana Reed, MMC / City of Newark

Tara Schiano / City of Newark

Ashley Walls / City of Dover

Katrina White, CMC / City of Milford