

CENTER FOR  
GOVERNMENT SERVICES

**International Institute of  
Municipal Clerks  
Continuing Education Courses  
Fall 2016**

**CMC Institute  
MMC Academy**

**COURSES FOR NEW JERSEY LOCAL  
GOVERNMENT**



**RUTGERS**  
Continuing Studies

## CENTER FOR GOVERNMENT SERVICES

# CMC Institute and MMC Academy

The Rutgers University Center for Government Services is the seat of the IIMC Institute in New Jersey. Information regarding IIMC membership and Certified Municipal Clerk (CMC) or Master Municipal Clerk (MMC) requirements are available at [www.iimc.com](http://www.iimc.com).

Join us for a two day continuing education event to earn CMC or MMC points. RMC credits are also available.

### Event Dates

Monday, October 3, 2016 - Tuesday, October 4, 2016

### Location

Rutgers University Inn & Conference Center  
178 Ryders Lane, New Brunswick

### Directions

Directions are available online at  
<http://inn.rutgers.edu/getting-here>.

### Parking

Free parking is available in the adjacent lot next to the Rutgers University Inn and Conference Center.

### Registration Fee

The course registration fee includes tuition, breakfast, lunch, and session handouts.

### Hotel Information

A block of rooms is available at the University Inn for check-in on Monday, October 3rd and check-out on Tuesday, October 4th. Attendees must request an overnight room on their CGS registration form and include the \$78 overnight charge with your event registration fee. CGS will then provide the Inn with a rooming list for the attendees that have requested an overnight. Rooms are limited and available on a first come, first served basis.

### Continuing Education Information

All sessions have been approved for CMC and MMC points. Attendees present for both days that successfully complete the required learning assessments will earn 6 CMC/MMC points. Attendees present for one day that successfully complete the required learning assessments will earn 3 CMC/MMC points. RMC credits are pending.

### MCANJ Scholarships

Please be advised that the Municipal Clerks' Association of New Jersey (MCANJ) offers scholarship opportunities for students pursuing their RMC certification. Please visit [NJClerks.org](http://NJClerks.org) for the application and more information.

**Agenda****Monday, October 3, 2016**

9:00 - 9:30	Welcome
9:30 - 12:30	The Fork in the Road: Choosing a Different Path to Decision Making
12:30 - 1:00	Lunch
1:00 - 4:00	Communicating with Finesse
4:15 - 4:45	IIMC Q&A

**Tuesday, October 4, 2016**

8:30 - 10:00	Active Shooter Response Training
10:15 - 11:45	Ethics: Can Municipal Clerks Protect the Public Trust?
11:45 - 12:15	Lunch
12:15 - 3:15	Staying Positive in the Public Sector

**Session Descriptions - Monday, October 3, 2016****The Fork in the Road: Choosing a Different Path to Decision Making**

Dr. Tricia Nolfi, Organizational Leadership Program, Rider University

Every day we are faced with decisions - some simple and some complex. In order for public organizations to thrive and succeed, people need to take a different path and use innovative approaches to solving old problems. In this interactive session, participants will learn how they can open up their creativity and embrace new strategies for making decisions and tackling difficult problems.

*This session is approved for 1.5 CMC/MMC points. RMC contact hours are pending.*

**Communicating with Finesse**

Christina Bilinski, Manager, Training & Development, Rutgers University

We communicate for a variety of reasons in our professional and personal lives – to share ideas and opinions, get information, provide feedback, gain and share power, develop a social context, allow for self-expression, and maintain organizational culture. Just because we communicate many times daily, does not mean we are truly practiced and successful each time, especially in a hectic work environment. This program will allow participants to enhance their understanding of the interpersonal communication process, identify personal obstacles to effective communication, define strategies for improving individual and group communications, and practice models for improving communications. This session covers general communications, listening/questioning, and providing effective feedback through the use of lecturettes, interactive practice exercises, role-plays, small group brainstorming, and large group discussions.

*This session is approved for 1.5 CMC/MMC points. RMC contact hours are pending.*

**IIMC Q&A**

Ashley DiBlasi, Certification Manager, IIMC

Do you have questions for the IIMC? Are you uncertain about the certification levels, the application process, or points? Join us as we speak directly with the IIMC for a Q&A designed specifically to get the answers you need.

PLEASE PHOTOCOPY THIS FORM FOR MULTIPLE REGISTRATIONS

Mail registration form and payment to:  
**MUNICIPAL CLERK PROGRAM**  
**RUTGERS CENTER FOR GOVERNMENT SERVICES**  
303 George Street, Suite 604  
New Brunswick, NJ 08901-2020  
Or fax to: 732-932-3586

### GENERAL INFORMATION

If home or employer information has changed since your last registration, check here.

Last Name \_\_\_\_\_

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_

Gender  Female  Male

Employer \_\_\_\_\_

Title \_\_\_\_\_

#### Business Address

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

#### Home Address

Street \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

#### Phone Numbers (required – check box for preferred)

Mobile \_\_\_\_\_  Home \_\_\_\_\_

Business \_\_\_\_\_ Ext. \_\_\_\_\_

#### E-mail Addresses (required – check box for preferred)

Business \_\_\_\_\_

Home \_\_\_\_\_

### COURSE INFORMATION

I wish to register for:

Monday & Tuesday: MC-4023-FA16-1 - \$295 \_\_\_\_\_

Monday Only: MC-4023-FA16-2 - \$175 \_\_\_\_\_

Tuesday Only: MC-4023-FA16-3 - \$175 \_\_\_\_\_

Hotel Room at University Inn - Monday Night - \$78 \_\_\_\_\_

TOTAL \_\_\_\_\_

Do you plan to participate in the IIMC Q&A on Monday afternoon?  Yes  No

If yes, please briefly identify the topics or questions you wish to discuss. This will help the IIMC to better prepare and ensure all questions are fully answered.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### PAYMENT INFORMATION

Check or voucher must accompany registration form. Make check or voucher payable to: Rutgers, The State University of New Jersey. Mail to above address.

There is a \$25 fee for course withdrawals and/or returned checks.

## Session Descriptions Continued

### Session Descriptions - Tuesday, October 4, 2016

#### **Active Shooter Response Training**

Ed Moore, NJ Office of Homeland Security & Preparedness

Municipal clerks have frequent interactions with the public and must be prepared for a variety of situations. This training will provide participants with current, nationally recognized procedures to use in the event of an active shooter incident. The session will provide strategies to implement if you suspect an active shooter situation, help you determine the best course of action for your survival, improve preparedness, identify ways to reduce risk, provide guidance on how to respond when police arrive, and discuss management responsibilities. *This session is approved for 0.75 CMC/MMC points. RMC contact hours are pending.*

#### **Ethics: Can Municipal Clerks Protect the Public Trust?**

Heidi Brunt, RMC, CMC, Middletown Township Clerk

Public servants must make good choices. What happens when the statutes that govern us don't cover a particular situation? In this session, we will cover the municipal clerk's role to preserve the public trust and ensure we act ethically and serve as positive examples. We will debate ethical cases involving real life municipal ethical turmoil, learn about available resources that can guide us during these difficult situations, examine how we respond to public records requests, and discuss how we interact with the Local Government Ethics Board. *This session is approved for 0.75 CMC/MMC points. RMC contact hours are pending.*

#### **Staying Positive in the Public Sector**

Kevin Hagan, Princeton Public Affairs Group

Do you feel negative or worn down? Are you tired of catching yourself in the "complain game?" Small adjustments can make a major impact in your attitude, stress level, and the quality of your relationships. Through discussions and activities, this interactive session will discuss positive and negative interactions and deliver practical strategies to transform a negative situation into a positive one. *This session is approved for 1.5 CMC/MMC points. RMC contact hours are pending.*

## REGISTRATION INFORMATION

Announcements containing specific course information are available each semester and may be found on the Center's website: [www.cgs.rutgers.edu](http://www.cgs.rutgers.edu).

**Course Fees and Payment:** Payment for a student's participation in a course can be obtained using any of the following methods:

- 1) Check or money order payment by mail or in person
- 2) Authorized voucher or purchase order received via mail or fax

Actual course fees vary per course as courses have different hours of instructional time and the cost of study materials are dissimilar. Upon receipt of a completed registration form and payment, a class space is reserved for the student. Confirmation letters regarding registration will not be sent.

**Late Fees:** Students are required to register for classes before the date of the first class session. Any student who attempts to register on (or after) the day of the first class will be considered a late registrant and will be assessed a \$15 late fee for the processing of the registration.

**Returned Check Fee Policy:** There is a \$25 fee for all returned checks. Failure to pay the fee will prevent future course registrations and the withholding of the course certificate.

**Withdrawals/Transfers:** All requests to change registration status, either by withdrawal or transfer, must be submitted in writing at least 2 business days before the course start date and will incur a \$25 processing fee. Withdrawals will be refunded, minus the \$25 fee. Failure to notify CGS within the time frame will result in forfeiture of all fees.

**Course Cancellation Policy:** The Center reserves the right to cancel any course or seminar. CGS will notify all students enrolled in a course that has been cancelled and the information will be posted on the CGS website. Students will be given the choice of receiving a full refund for courses cancelled by CGS or the option to enroll in the same or another course in this or the following semester. In the event there is a difference in course fees between the course that was cancelled and the alternate course, an adjustment will be made. A student may not select an alternative course that has a prerequisite if the prerequisite has not been met.

**Certificates:** Certificates are mailed to students after the successful completion of each course, which is defined as 80% attendance of the class hours, a passing grade (if an examination is required) and full payment of all fees. A permanent record of courses taken is maintained by Rutgers. Certificates will not be issued to students if any fees are outstanding or delinquent.

**Special Needs Students:** Students with special needs are encouraged to contact CGS so that appropriate accommodations may be made.

**For More Information:** Visit CGS at [www.cgs.rutgers.edu](http://www.cgs.rutgers.edu), the Municipal Clerks' Association at [www.mcanj.com](http://www.mcanj.com), and the New Jersey State Department of Community Affairs at [www.nj.gov/dca/divisions/dlgs](http://www.nj.gov/dca/divisions/dlgs).

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