



MTCMA

**Maine Town, City and County
Management Association**

A State Affiliate of **ICMA**

The 39th Annual Statewide Manager Interchange

March 16, 2018

Hilton Garden Inn – Bangor, ME

**Building and Sustaining a Positive
Workplace and Community Culture**



Education • Leadership • Networking

For more information visit the MTCMA website:

www.mtcma.org

Agenda – Building and Sustaining a Positive Workplace and Community Culture

8:00 – 8:30 Registration, Continental Breakfast & Networking

8:30 – 8:45 Welcome

Larry Mead, MTCMA President & Manager, Old Orchard Beach and Perry Ellsworth, MTCMA Professional Development Chair & Manager, South Berwick

8:45 – 10:15 Creating a Positive Work Culture

Culture is defined as a set of deeply embedded, self-reinforcing behaviors, beliefs, and mindsets that determine how things are done in a given environment. In essence, culture reflects what is and is not tolerated. It is a living thing shaped by its people. Those within an organizational culture share a general common understanding of how things work. Because culture is the “social glue” that binds an organization together, having a positive work culture is paramount to achieving your organization’s goals and strategy. Results:

- Understand the importance of a positive work culture.
- Identify the traits of a positive work culture.
- Develop strategies toward improving and maintaining a thriving culture.

Presenter: Kristen Kellner, HR Consultant/ Chief Learning Officer, KMA Human Resources Consulting LLC

MTCMA Certification: 1.5 credits in the Human Resources and Leadership categories.

10:15 – 10:30 Break

10:30 – 12:00 Success by Mistake: Bangor’s Experience with Social Media

Det. Lt. Tim Cotton of the Bangor Police Department will discuss their social media use, particularly their Facebook page, and how to keep content civil, positive and engaging. He will also cover how to deal with trolls, public comments and how to grow your base of followers.

Presenter: Detective Lieutenant Tim Cotton, Commander of the Criminal Investigation Division, Bangor Police Department

MTCMA Certification: 1.5 credits in the Leadership and Ethics categories.

12:00 – 1:00 Lunch

1:00 – 2:30 Social Styles

Relating well to others, especially in the work environment, is foundational to producing the best work. The Social Styles workshop provides participants with an opportunity to develop productive relationships. Sometimes the differences between people can become a major source of conflict and even prevent team members from focusing on the work at hand. This program helps participants figure out how to bridge gaps that can easily occur because of different styles of assertiveness and the degree to which others openly share their thinking. Results:

- Recognize how others view your style of behavior and the potential impacts of it.
- Develop strategies for role shifting to other style preferences toward improving relationships.
- Make reliable assessments about the behaviors of others.
- Make efforts toward cultivating relationships based on increased capacity to flex styles.
- Identify possible reasons why some relationships are more productive than others.
- Diagnose social-style backup behaviors as an indicator of stress levels.

Presenter: Kristen Kellner, HR Consultant/ Chief Learning Officer, KMA Human Resources Consulting LLC

MTCMA Certification: 1.5 credits in the Human Resources and Leadership categories.

2:30 – 2:45 Break

2:45 – 3:30 MMA Legislative Update

Presenter: Kate Dufour, Director of State & Federal Relations, Maine Municipal Association

MTCMA Certification: .75 credits in the Leadership, Legal and Elected Relations categories.

3:30 – 4:00 Institute Brainstorming Session

Help the MTCMA Professional Development Committee develop training concepts for the 2018 New England Management Institute, as well as possible locations for future trainings.

MTCMA Certification: .75 credits in the Leadership, Legal and Elected Relations categories.

4:00 Closing and Drawings

2018 MTCMA SPONSORS

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INTERCHANGE 2018

DATE: Friday, March 16, 2018

TIME: Registration - 8:00 am - 8:30 am
Program - 8:30 am - 4:00 pm

PLACE: Hilton Garden Inn
250 Haskell Road, Bangor, ME 04401

FEE: **Pre-Registration:** MTCMA Members must be postmarked or received by March 2, 2018

\$75.00 – Members
\$50.00 – MTCMA New Member (*since July 1, 2017*)
\$50.00 – 1st Time Attendee
\$130.00 – Non-members

Late Registrations: All registrations post-marked or received after March 2, 2018

\$90.00 – Members
\$130.00 – Non-members

QUESTIONS: Call Alicia Gaudet at 1-800-452-8786 (ext. 2304).

CANCELLATIONS: Cancellation notification must be given in writing at least 3 business days before the session. Any cancellation received within that 3-day window will be charged the full registration fee. **All** cancellations are subject to a \$10 administrative fee for processing. Please go to <http://www.memun.org/TrainingResources/WorkshopsTraining/Cancellations.aspx> to cancel. If you have any questions please contact the Educational Services Office at (800) 452-8786 or (207) 623-8428.

CONFIRMATION: Confirmation of class registration will be sent out via email one week prior to the start of the event. If you do not receive an email confirmation, please call 1-800-452-8786 or 207-623-8428.

TO REGISTER: Complete the registration form and mail with check made payable to MTCMA, 60 Community Drive, Augusta, ME 04330. You may also fax your registration to 624-0128 or register online at www.mtcma.org.

HOTEL RESERVATIONS: MTCMA has a limited number of overnight rooms blocked for this event until March 2, 2018. The group rate is \$119.00 per night s/d occupancy. Be sure to mention group code "MTCMA3" or mention the event to secure the group rate. To make reservations, call the Hilton Garden Inn at (207) 262-0099.

STORM POLICY: If there is inclement weather, a decision to postpone will be made by 5:00 p.m. the day prior to the workshop. MTCMA encourages attendees to check the MMA website or call the training hotline at (207) 624-0117 before departing for any MTCMA events to ensure that the event schedule has not changed.

DIETARY REQUIREMENTS: We do our best to plan meals according to general dietary guidelines. If you have a specific dietary restriction, please call our office at least 5 business days prior to the start of the event. Please note that we are not able to accommodate onsite requests, as catering planning happens in advance of the event.

REGISTRATION FORM

Registration Form – 39th Annual Statewide Manager Interchange

Please fill out the registration form completely to ensure your full participation in the sessions.

FULL NAME: _____

TITLE: _____

MUNICIPALITY: _____ PHONE: _____

BILLING ADDRESS: _____

EMAIL*: _____

(*All correspondence will be sent to the email address provided above)

FEE (Check One):

MTCMA MEMBER

- \$75.00 pre-register and/or postmarked by March 2, 2018
- \$50.00 MTCMA New Member (since July 1, 2017)
- \$50.00 1st Time Attendee
- \$90.00 all registrations received/postmarked after March 2, 2018

NON-MEMBER:

- \$130.00

Register online at: www.mtcma.org or **mail this form** to: MTCMA, 60 Community Drive, Augusta, ME 04330; **fax form to:** (207) 624-0128 or **Email:** wsreg@memun.org

ADA MESSAGE: In order to ensure your complete participation, we would appreciate your informing us of any special requirements you may have due to a disability.