

NORTH CAROLINA ASSOCIATION OF COUNTY CLERKS

2021 ANNUAL CONFERENCE

April 21 – 23, 2021

VIRTUAL



AGENDA

WEDNESDAY, APRIL 21, 2021

8:30 am – 8:45 am

Welcome/Introductions

8:45 am – 10:15 am

MMC Advanced Academy I

Take this Job and Love It

Martha Bryan

Bryan & Bryan Associates

10:15 am – 10:30 am

Break

10:30 am – 12:00 pm

MMC Advanced Academy I

Overcoming Negativity in the Local Government Workplace

Martha Bryan

12:00 pm – 1:00 pm

Lunch (on your own)

1:00 pm – 3:00 pm

MMC Advanced Academy I

**Surviving & Thriving During Times of Change in
Local Government**

Martha Bryan

3:00 pm – 3:15 pm

Break

3:15 pm – 4:45 pm

MMC Advanced Academy I

**Keeping Cool, Calm, Collected & Healthy When the
Pressure is On**

Martha Bryan

THURSDAY, APRIL 22, 2021

9:00 am – 10:15 am

MMC Advanced Academy II

Facilitation Skills for Successful Meetings

Donna Warner

Adjunct Instructor

UNC School of Government

10:15 am – 10:30 am

Break

10:30 am – 12:00 pm	MMC Advanced Academy II Facilitation Skills for Successful Meetings – Continued Donna Warner
12:00 pm – 1:00 pm	Lunch (on your own)
1:00 pm – 2:00 pm	MMC Advanced Academy II Recurring Issues: Answers to Persistent Questions <i>Rebecca Badgett</i> <i>Local Government Legal Educator, UNC School of Government</i>
	<i>Bob Hagemann</i> <i>Partner at Poyner Spruill, LLP & Chatham County Attorney</i>
2:00 pm – 2:15 pm	Break
2:15 pm – 3:15 pm	MMC Advanced Academy II Recurring Issues: Answers to Persistent Questions - Continued <i>Rebecca Badgett</i> <i>Bob Hagemann</i>
3:30 pm – 4:30 pm	Business Meeting – NC Association of County Clerks IIMC Update – Camilla Pitman, MMC, PLC, City of Greenville, SC

Friday, April 23, 2021

9:00 am – 10:30 am	Virtual Banquet/Installation of Officers
10:30 am – 10:45 am	Break
10:45 am – 11:30 am	MMC Advanced Academy II Legislative Update for County Clerks Amy Bason Deputy Director/General Counsel North Carolina Association of County Commissioners
11:30 am – 12:30 pm	Lunch (on your own)
12:30 pm – 2:00 pm	Achieving the Experience “No Vacancy:” Appointed Boards and Commissions Camilla Pitman City Clerk, Greenville, South Carolina

The MMC Advanced Academies are presented by the School of Government, University of North Carolina at Chapel Hill. The School is the International Institute of Municipal Clerks' approved provider of educational programs for clerks in North Carolina.

Clerks who successfully complete MMC Advanced Academy I will be eligible for 3.00 MMC/CMC points and 6.0 credit hours towards recertification as an NCCCC or, if applicable, certification or recertification as an NCMCC. Clerks who successfully complete MMC Advanced Academy II will be eligible for 3.5 MMC/CMC points and 7 credit hours towards recertification as an NCCCC or, if applicable, certification or recertification as an NCMCC.

Partial credit is not available for either Academy.

North Carolina Association of County Clerks

Speaker/Session Information

Wednesday, April 21, 2021
MMC Advanced Academy I

8:45 am – 10:15 am

Take This Job & Love It!

Martha Bryan

Bryan & Bryan Associates

Clerks are known for throwing themselves into their work. Indeed, for many clerks, the belief that they are serving their boards, colleagues, and communities well is critical to their self-image. The choices that clerks make on the job shape their identities, their sense of self-worth, and their relationships with others, both in the local government office and outside it. This session will equip clerks to move beyond simply surviving their work to mastering the art of living through their work.

10:30 am – 12:00 pm

Overcoming Negativity in the Local Government Workplace

Martha Bryan

As dedicated as they are to their jobs and their communities, many clerks sometimes find it challenging to perform at their best when they experience negativity at work, whether from coworkers or even from some of the citizens they serve. When negativity goes unchecked, communication, teamwork, loyalty, morale, and productivity suffer. This session will help clerks overcome negativity by putting more passion and meaning into their work — which in turn will enable them to understand and deal effectively with negativity in others.

1:00 pm – 3:00 pm

Surviving & Thriving During Times of Change in Local Government

Martha Bryan

In the wake of unrelenting changes surging through the private and government sectors, today's most urgent challenge has shifted. Like other public servants, clerks who aspire to grow in their organizations should not be spending their time debating whether change should or should not be happening. They should be spending their time specifically designing plans to address the conditions and challenges of change itself.

This session will examine what clerks can do to make positive change happen for themselves and their organizations. It will focus on the link between purpose and change, getting clerks in shape, and enlisting people to support clerks as they facilitate change.

3:15 pm – 4:45 pm

Keeping Cool, Calm, Collected, & Healthy When the Pressure is On

Martha Bryan

Clerks serve in demanding positions that often require long hours. Their work is scrutinized by elected officials, other county employees, members of the local community, and sometimes even the media. The resulting pressures can be tremendous, leaving clerks stressed about their ability to do good work while simultaneously managing their personal lives.

The ability to control their time and reactions to stressful situations is one of the most powerful skills that clerks can develop. It can make them healthier, happier, and more effective, both as local government employees and as spouses, parents, and friends. This session will identify the causes and effects of stress and assist clerks in developing the skills required to manage it successfully.

Thursday, April 22, 2021
MMC Advanced Academy II

9:00 am – 12:00 pm

Facilitation Skills for Successful Meetings

Donna Warner

Adjunct Instructor

UNC School of Government

Lack of consensus. A few people dominate the discussion. Lots of ideas, but no clear decisions made. There has to be a better way. We've all left meetings that we don't feel were the best use of our time. So what separates a good meeting from a bad one? Learning the skills of group facilitation will enable you to offer helpful guidance and improve the meeting process and outcome.

Whether you regularly facilitate or are just a frequent participant in group discussions, you can hone particular communication and leadership skills within the context of a meeting. This abbreviated version of a one-day course offered by the School of Government will give clerks tools for planning and guiding meetings so that everyone contributes and ideas are turned into clear agreements. Clerks will be able to contribute to the success of their respective organizations by helping create workplace environments that leverage the power of the group while driving toward a common goal.

1:00 pm – 3:15 pm

Recurring Issues: Answers to Persistent Questions

Rebecca Badgett

Local Government Legal Educator

UNC School of Government

This session will review persistent issues that clerks experience daily and aim to provide clerks with knowledge of statutes and offer practical solutions.

Bob Hagemann

Partner at Poyner Spruill, LLP

Chatham County Attorney

This session will review persistent issues that clerks experience daily and aim to provide clerks with knowledge of statutes and offer practical solutions.

Friday, April 23, 2021

MMC Academy II (continued)

10:45 am – 11:30 am

Legislative Update for County Clerks

Amy Bason

Deputy Director/General Counsel

North Carolina Association of County Commissioners

Amy Bason will bring clerks up-to-date on the legislative goals of the North Carolina Association of County Commissioners and review county issues likely to come before the General Assembly in 2020, including those that could have a direct impact on county clerks.

12:30 pm – 2:00 pm

Achieving the Experience “No Vacancy:” Appointed Boards and Commissions

Camilla Pitman

City Clerk, Greenville, South Carolina

Many county clerks devote considerable energy to the management of appointed boards and commissions. This session will provide clerks with welcome advice on:

- establishing creative ways for promoting interest in serving on appointed boards and commissions;

- uncovering the best programs or processes for retaining applications and maintaining board/commission information;
- equipping staff/liaisons to assist boards and commissions; and
- successfully engaging members of the board of county commissioners in the recruitment and retention of members of appointed boards and commissions.

Speaker Biographies

Rebecca Badgett joined the School of Government in 2017. In her role as Local Government Legal Educator, Rebecca teaches, researches, and advises on a variety of legal issues facing local governments. Rebecca's area of expertise is the topic of short-term rental regulation, and she has authored blogs and a book on this topic. Rebecca is the interim IIMC Institute Director for North Carolina and oversees the Clerks' Certification Institute (CCI) for the School. Rebecca also helps facilitate the Lead for North Carolina (LFNC) fellowship program. Rebecca earned her JD from North Carolina Central School of Law in 2011 and holds a master's degree in teaching from UNC-Wilmington.

Amy Bason serves as legal advisor to the Board of Directors, Board of Trustees, and Executive Director across all services areas including the Risk Management Pools, advocacy, member services and internal support fuctions at the North Carolina Association of County Commissioners.

Martha N. Bryan is a leading authority on the development of human potential and personal excellence. With an education background in teaching, she has taught at both high school and college levels and has held positions in both government and private industry. Her work career expands from farm laborer and cafeteria helper to positions in staff support, sales, training and personnel administration. She has served in leadership positions for a number of organizations - chairman of college advisory boards, president of women's organizations, president of personnel administration organizations and president of a financial institution.

After 20 years in public sector administration, Martha resigned to start her own consulting firm. She has a wide range of consulting experiences -- working with managers and staff at all levels of an organization. She has become a sought after speaker throughout the United States and Canada in the areas of Customer Excellence, Leadership, Communication, and Organization and Personal Excellence.

Martha is a high content speaker; her programs on implementing quality, excellence, leadership, vision and strategy, self esteem, and success psychology bring about immediate changes and long - term results. She gives such practical ideas, methods, tips and techniques that participants emerge excited, enthusiastic and eager to apply her ideas in their work and personal lives. Her dynamic interactive delivery style receives excellent response from clients and participants.

Bob Hagemann is a partner at Poyner Spruill, LLP, where his practice is centered on government-related matters, with a special emphasis on representing local governments. As such, Hagemann serves as the attorney for Chatham County. Hagemann spent 24 years working for the Charlotte City Attorney's Office. During this time, Hagemann represented and advised the Charlotte mayor, city council, the manager, and staff on a variety of legal issues. Hagemann is originally from Illinois. He earned a BA from Northwestern University and a JD from the University of North Carolina.

Camilla G. Pitman is the City Clerk for Greenville, South Carolina, and has been with the City since 1995 serving previously as Legal Office Coordinator and Municipal Clerk of Court. Prior to joining the City, Camilla served as a legal assistant in Greenville area law firms for 10 years. Camilla has presented sessions at IIMC Conferences, IIMC Region III Conferences, and IIMC state associations and affiliates.

Camilla is certified as a Master Municipal Clerk and in 2017, she achieved the Athenian Leadership Society Fellowship Certificate and was named as an Athenian Dialogue Facilitator. Camilla currently serves as a mentor to IIMC members working to become a Dialogue Facilitator. In November 2020, Camilla was honored to serve as the facilitator for the IIMC Board of Directors mid-year leadership training. Camila has prevoiusly served as President of the South Carolina Municipal Finance Officers, Clerks and Treasurer's Association, as President of the Legal Staff Professionals of South Carolina, and on IIMC Committees as a member since 2012 and as Chair

for two committees. She serves as one of the two IIMC Regional III Region Directors representing Alabama, Florida, Georgia, North Carolina and South Carolina.

Donna Warner has worked for the last two decades at the School of Government creating and implementing education and training programs for North Carolina local governmental leaders. In conjunction with SOG faculty and others, Donna designs and delivers management and leadership programs for city and county managers, emerging local governmental leaders, chief district judges, MPA students and local elected officials. She helped create several of the School's leadership programs including the Local Elected Leaders Academy, the Public Executive Leadership Academy, the LGFCU Fellows, and the Chief District Court Judges Leadership Program.

Donna is also a certified facilitator with extensive experience working with boards and groups as well as a Master Trainer in The Leadership Challenge with a solid understanding of the behaviors and practices of exemplary leadership. She also conducts planning and board retreats for multiple North Carolina municipalities and counties, helping boards plan and work together to solve public problems. Donna brings expertise in budget and management analysis, strategic planning, human resource administration, and retreat facilitation.

Donna earned a B.A. from the University of Virginia and an M.P.A. from the University of North Carolina at Chapel Hill.

Carla Stowe is the Program Manager, Local and State Government Group for the UNC School of Government. Carla joined the School of Government in 2008. Previously, she was a software technician for IBM for 13 years. In her role as program manager, Carla works with economic development and community development officials, city and county managers, and councils for economic deveopment. She holds a BA in business administration from Belmont University.