



*North Carolina Association
of County Clerks
to the
Boards of County Commissioners*

January 22, 2019

Dear Clerks, Deputy Clerks, and COG Secretaries,

You all are already such awesome clerks that the theme for our 32nd annual conference is "Building on the Best!" I hope that you will all register to attend the conference scheduled for March 20-22, 2019 at the Greenville Convention Center in Pitt County. Host clerk Kimberly Hines and the Program Committee have worked diligently along with our School of Government advisor, Trey Allen, to develop a great agenda for the event. Our guest speaker, Mike Collins of The Perfect Workday Company, has been a favorite in years past and will surely keep us engaged and entertained as he gives the best of the best some pointers on dealing with difficult people and serving our citizens well. We have some time to socialize built in with a reception and musical entertainment, and our banquet will be on Thursday night this year so that everyone can relax and enjoy it without the pressure of traveling home. The banquet includes presentation of the Howard Holly Outstanding Clerk of the Year Award, installation of officers, presentation of certifications, and recognition of retirees.

Scholarships for the conference are available to a limited number of clerks who may require financial assistance in order to attend. To request a scholarship, please submit a letter to me addressing your need no later than February 20, 2019. Please note that past scholarship recipients are not eligible to reapply for one year after receiving a scholarship. For more information on scholarships, please reference page 41 of our bylaws and handbook.

I can't wait to see you all in Greenville, and don't forget your door prizes and goody bags and to spend some time with our vendors!

Sincerely,

Laura M. Williams
President, NC Association of County Clerks
Clerk to the Moore County Board of Commissioners

REGISTRATION FORM
MMC ACADEMY AND SPRING ANNUAL CONFERENCE
NORTH CAROLINA ASSOCIATION OF COUNTY CLERKS
MARCH 20 – 22, 2019
GREENVILLE CONVENTION CENTER, PITT COUNTY

Name: _____ Title: _____
Organization: _____
Mailing Address: _____
Telephone: _____ Email: _____

PLEASE INDICATE YOUR PARTICIPATION AND GUEST REQUIREMENTS BELOW:

Wednesday MMC Academy (Fee: \$100.00) \$ _____

Thursday/Friday Spring Conference (Fee: \$175.00) \$ _____
(Fee includes Thursday lunch & banquet)

Guest Meals:

Thursday Lunch (Fee: \$25/person) \$ _____

Thursday Banquet (Fee: \$50/person) \$ _____

TOTAL \$ _____

REGISTRATION DEADLINE: FRIDAY, MARCH 1, 2019

Please make checks payable to: North Carolina Association of County Clerks
Return registration form and check to: Kimberly W. Hines, Clerk
Pitt County Board of Commissioners
1717 W. 5th Street
Greenville, NC 27834

REMEMBER TO BRING DOOR PRIZES AND GOODY BAG ITEMS!

Room Reservations: Please try to make your reservation by **February 21, 2019** (last day for Association to alter room nights reserved) and no later than **February 28, 2019** (last day room block is reserved).
The nightly rate is \$139 plus taxes/fees.



North Carolina Association of County Clerks
2019 Annual Conference
March 20- 22, 2019
Greenville Convention Center



AGENDA

WEDNESDAY, MARCH 20, 2019

- | | |
|---------------------|---|
| 7:45 am – 8:25 am | Registration
<i>[East Concourse]</i> |
| 8:25 am – 8:30 am | Welcome/Introductions |
| 8:30 am – 10:30 am | MMC Advanced Academy I
<i>The Amazing Race: Open Meetings Law Edition</i>
Trey Allen
Assistant Professor of Public Law and Government
UNC School of Government
<i>[Emerald Ballroom]</i> |
| 10:30 am – 11:30 am | MMC Advanced Academy I
<i>Dealing with Difficult People in the Local Government Workplace</i>
Mike Collins, President
The Perfect Workday Company
<i>[Emerald Ballroom]</i> |
| 11:30 am – 1:00 pm | Lunch <i>(on your own)</i> |
| 1:00 pm – 4:00 pm | MMC Advanced Academy I
<i>Dealing with Difficult People in the Local Government Workplace (cont'd)</i>
Mike Collins
<i>[Emerald Ballroom]</i> |
| 4:00 pm – 4:15 pm | Visit with Vendors
<i>[East Concourse]</i> |
| 4:15 pm | NC Association of Co. Clerks Executive Committee Meeting
<i>[Emerald Ballroom]</i> |
| | Dinner <i>(on your own)</i> |

7:00 pm – 7:30 pm

Welcome Reception courtesy of Greenville-Pitt County CVB

7:00 pm – 9:00 pm

Musical Entertainment
[Outdoor Terrace]

THURSDAY, MARCH 21, 2019

8:30 am – 9:00 am

Registration/Visit with Vendors

9:00 am – 10:15 am

MMC Advanced Academy II
The Experience of a Lifetime: Customer Service for Government Agencies
Mike Collins
[Emerald Ballroom]

10:15 am – 10:30 am

Coffee Break

10:30 am – 12:00 pm

MMC Advanced Academy II
The Experience of a Lifetime: Customer Service for Government Agencies (cont'd)
Mike Collins
[Emerald Ballroom]

12:00 pm – 1:00 pm

Lunch *(on site – [Outdoor Terrace, weather permitting])*

1:00 pm – 1:15 pm

Vendor Recognition
[Emerald Ballroom]

1:15 pm – 2:15 pm

MMC Advanced Academy II
Navigating the Labyrinth: A Clerk's Guide to the Legislative Process
Norma Houston
Lecturer in Public Law and Government
UNC School of Government
[Emerald Ballroom]

2:15 pm – 3:15 pm

MMC Advanced Academy II
Warm Bodies Needed: Filling Vacancies on County Boards
Trey Allen
[Emerald Ballroom]

6:00 pm – 8:30 pm

Banquet / Installation of Officers
[Emerald Ballroom/Outdoor Terrace]

FRIDAY, MARCH 22, 2019

8:30 am – 9:30 am

NC Association of Co. Clerks Business Meeting
[Emerald Ballroom]

9:45 am – 11:00 am

MMC Advanced Academy II

Effective Citizen Engagement

Panel Discussion

[Emerald Ballroom]

11:00 am – 11:45 am

MMC Advanced Academy II

Legislative Update for County Clerks

Amy Bason

Deputy Director/General Counsel

North Carolina Association of County Commissioners

[Emerald Ballroom]

11:45 am – 12:00 pm

Door Prizes/Visit with Vendors

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, March 20, 2019
MMC Advanced Academy I

8:30 am – 10:30 am

The Amazing Race: Open Meetings Law Edition

Trey Allen

Assistant Professor of Public Law and Government
UNC School of Government

In this exciting session, clerks will divide into teams and race through the provisions of the Open Meetings Law and related statutes in an effort to be the first team to complete a series of multiple choice and true/false problems. Participation in this session will expand and reinforce clerks' understanding of the public notice, public access, and minutes requirements that apply to the meetings of county boards.

10:30 am – 11:30 am

Dealing with Difficult People in the Local Government Workplace

Mike Collins

President

The Perfect Workday Company

A variety of stressors combine to make some people more difficult in the local government workplace. As the “hub in the wheel” of local government, clerks are particularly likely to interact with such individuals on a regular basis. In this session, participating clerks will learn:

- the four reasons why employees, including local government employees, are sometimes hard to work with,
- how to identify and deal with the difficult people at work,
- how to make difficult people more accountable,
- how to deal with the craziness on social media: Facebook, Twitter and others,
- why you can't tell someone they have a “bad attitude”, and
- why it comes down to how they work and how you work.

1:00 pm – 4:00 pm

Dealing with Difficult People in the Local Government Workplace (cont'd)

Mike Collins

Thursday, March 21, 2019
MMC Advanced Academy II

9:00 am – 12:00 pm

The Experience of a Lifetime: Customer Service for Government Agencies

Mike Collins

It isn't always easy for government personnel to deliver outstanding customer service. Citizens can sometimes be difficult, media inquiries can be distracting, and other government officials can demand attention or even require a reordering of priorities. This session will focus on what participants can do to ensure that, no matter the obstacles, they provide superb service – *The Experience of a Lifetime!* – to the public and to their fellow public servants. In particular, this session will aid clerks in understanding:

- that everyone deserves a great experience,
- why difficult people can be great lessons to us all,
- when you should let someone “just vent”,
- the Moments of Truth,
- the 7/11 Rule: The 11 perceptions people create in the first 7 seconds after they meet you, and
- How to plan for the Experience.

The Experience of a Lifetime will show that offering great service isn't impossible...even with people who get on your last nerve!

1:15 pm – 2:15 pm

Navigating the Labyrinth: A Clerk's Guide to the Legislative Process

Norma Houston

Lecturer in Public Law and Government

UNC School of Government

The North Carolina General Assembly exercises almost total control over local governments in this State, yet its operations remain a mystery to many local officials. This session will provide an overview of the General Assembly's operations, the process through which legislation is considered and becomes law, and the categories of bills that are most relevant to local governments.

2:15 – 3:15 pm

Warm Bodies Needed: Filling Vacancies on County Boards

Trey Allen

Many county clerks assist their boards of commissioners with filling vacancies on county boards and committees. This session will take an in-depth look at the legal rules surrounding appointments to those bodies. It will also cover the state reporting requirements that pertain to such appointments.

Friday, March 22, 2019
MMC Academy II (cont'd)

8:30 am – 9:45 am

Effective Citizen Engagement

Panel Discussion

Effective citizen engagement can be one of the most challenging aspects of county government. To provide genuinely responsive government, county officials need citizen input on a host of matters. Counties also have to recruit citizens to serve on wide array of appointed boards and committees. In this session, a panel of county clerks will share the steps that their counties have taken to increase and enhance citizen involvement in county government.

9:45 am – 10:30 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 2019, including those that could have a direct impact on county clerks.

Speaker Biographies

Trey Allen joined the School of Government in 2013. He subject areas at the School include general local government law, the general ordinance authority of local governments, board procedures, and local government liability. Trey also serves as the School's advisor to municipal and county clerks. He was previously an attorney at Tharrington Smith LLP in Raleigh, where he represented local school boards. Prior to that Trey served as a law clerk for Justice Paul M. Newby of the North Carolina Supreme Court and as a judge advocate in the United States Marine Corps. Trey earned a bachelor's degree from the University of North Carolina at Pembroke and a law degree from the University of North Carolina at Chapel Hill, where he was a published staff member of the *North Carolina Law Review*.

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 functions at the North Carolina Association of County Commissioners.

Mike Collins is president of The Perfect Workday Company, an information company based in The Research Triangle Region of North Carolina. He presents 100+ programs a year for organizations such as IBM, American Express, Novo Nordisk Pharmaceuticals and The John F. Kennedy Special Warfare School and Center.

Norma Houston joined the School of Government in 2006. Prior to that, she served as chief of staff and general counsel to State Senate President Pro Tempore Marc Basnight. She has also worked for UNC President Erskine Bowles and served as Dare County attorney, assistant attorney general in the NC Department of Justice, and staff attorney for NC Prisoners Legal Services. She is a member of the North Carolina State Bar and serves on the boards of several organizations. Houston has been an adjunct faculty member at the UNC-Chapel Hill School of Law and also teaches state government in the School's graduate program in public administration. She was named Albert and Gladys Hall Coates Term Lecturer for Teaching Excellence for 2015-2017. Houston earned a BS in criminal justice and psychology and a JD from the University of North Carolina at Chapel Hill.