1. - A picture display of your town, staff, office and anything else you can add to tell us the story of your Municipality is required by each first year student. Be creative
2. **- Effective Communications:** This class will not be dealing specifically with public speaking but more on communication as a whole.  In our everyday life as Clerks or Deputy Clerks, we must decide on what method of communication to utilize when advertising such things as licensing, registrations, etc.  Please list the top three modes of communication that you find most difficult.  Whether it is email; newspaper press releases, etc.  Please bring the list with the top three items on it.  They will all be reviewed in our first class.
3. **Effective Letter Writing:** Please write a business letter from your office to the following person:

                James Adler, 16 Wedgewood Dr., Leesburg, FL 34748

He has made the following request:  “I am looking for a nice community to visit this summer.  Please tell me a little bit about your town; and identify any special events that may be occurring.  It will just be my wife and I visiting. We are looking for places of possible historical or other significance.”

This is to be no more than a one-page letter.  It needs to be set up properly, and answer the gentleman’s needs.

This is a requirement.  We will be utilizing these letters in our first class together, so be sure and bring them with you.

1. **Benchmarking:**  Participants will be introduced to the use of data to demonstrate transparency, establish value and seek public input and support for the various projects related to the municipal clerk’s realm.

5 **Pre-Work**:

Participants should bring and have the read the following handouts:

A Performance Management Framework

Beyond Transparency

Implementing a citizen-centric approach to delivering government services

1. **Municipal Government**:  This course is similar to an introductory level course in civics at the college level.  The topics will range from reviewing municipal governing documents, federalism versus state and local governments, judicial impacts on local government as well the basic overview of federal, state and local governmental structures and players.
2. **Pre-work**:

Participants should bring and have read the following handouts:

City State relationship Dillon Rule

Municipal Government Pre-Work

The Top Five Things to Know About the Municipal Clerk

           Participants should ensure access to their community’s relevant governing documents (ie, Charter, By-laws, Ordinances) and be able to access them during class.