



Florida Association of City Clerks

# 2024 Summer Conference & Academy

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**June 23-26, 2024**

**Embassy Suites by Hilton Orlando Lake Buena Vista South  
Kissimmee**

**#FACCSummer2024**



## PRESIDENT'S MESSAGE

I am pleased to invite you to attend the 2024 Summer Conference and Academy scheduled for June 23-26, 2024, in Kissimmee, at the Embassy Suites by Hilton Orlando Lake Buena Vista South. At this year's event, a wide variety of educational and professional networking opportunities are waiting for you!

We have an exciting lineup of education sessions, created by the Professional Education Committee, chaired by Julie Hennessy, MMC (City Clerk, City of DeLand), and co-chaired by FACC President-Elect Patricia J. Burke, MPA, MMC (Town Clerk-Manager, Town of Palm Shores). The Summer Conference and Academy kicks off Sunday, June 23, with two Athenian Dialogues: "Death of the Public Servant," presented by Camilla G. Pitman, MMC, Certified Professional Legal Secretary, City Clerk, Greenville, SC, and "Finding Me," presented by Dawn Michanowicz, MMC, EM-AP, Facilitator, Holden, MA.

Our Host Committee, co-chaired by Stephanie Herdocia, CMC (City Clerk, City of Orlando), and Ronisha Martin (Assistant City Clerk, City of Winter Garden), have been working hard to prepare for our arrival in Kissimmee. Be sure to stop by The Networking Spot on Monday evening, June 24, to meet the Host Committee. They are also planning a fun Clerks' Night Out to continue our networking as well. More details about this will be available soon.

It seems like it was just yesterday that I attended my first conference under the guidance of my local county clerk's association. It was during my first conferences that I made invaluable connections, and I was able to network with colleagues from around the state. I utilized the trainings, the knowledge of seasoned clerks and countless other resources to prepare myself to better serve my community and my commission. It is my wish for you to attend our 2024 Summer Conference and Academy to take advantage of and participate in all the resources available to you. And I want you to use your voice. Remember, every voice matters, so use yours to strengthen our association. Be a voice of inspiration. Be bold in learning, be bold in sharing, and be bold in action. We are stronger when we work together and help each other. It's your voice; it's your association.

I hope you will join us at this year's Summer Conference and Academy. I look forward to seeing you there!

Angie Guy, MMC  
FACC President  
City Clerk, City of Dade City



# TENTATIVE GENERAL SCHEDULE\*

## SUNDAY, JUNE 23

8:00 a.m. - 9:00 a.m.	Coffee Service
8:00 a.m. - 4:30 p.m.	Registration Desk Open
9:00 a.m. - 4:30 p.m.	Athenian Dialogue: "Death of the Public Servant"
9:00 a.m. - 4:30 p.m.	Athenian Dialogue: "Finding Me"
10:30 a.m. - 10:45 a.m.	Refreshment Break
12:00 p.m. - 1:30 p.m.	Lunch (On Your Own)
3:00 p.m. - 3:15 p.m.	Refreshment Break
4:30 p.m. - 5:30 p.m.	First-Time Attendees' Important Orientation and Education Basics
6:30 p.m. - 8:00 p.m.	FACC Board of Directors Meeting

## MONDAY, JUNE 24

7:00 a.m. - 8:30 a.m.	Coffee Service
7:00 a.m. - 5:00 p.m.	Registration Desk Open
7:30 a.m. - 8:15 a.m.	District Meetings
8:30 a.m. - 9:45 a.m.	Opening Ceremonies and Keynote Address: Developing a Champion Mindset
9:45 a.m. - 10:00 a.m.	Refreshment Break
10:00 a.m. - 12:00 p.m.	Joint Session: Thriving and Not Just Surviving in Political Waters: A Guide for City Clerks
12:00 p.m. - 1:45 p.m.	Luncheon and Annual Business Meeting
2:00 p.m. - 5:00 p.m.	Joint Session: Getting a Seat at the Table
3:30 p.m. - 4:00 p.m.	Refreshment Break in Exhibit Hall
3:30 p.m. - 6:00 p.m.	Exhibit Hall Open
5:00 p.m. - 6:00 p.m.	Welcome Reception and President's Presentation
6:30 p.m. - 7:30 p.m.	The Networking Spot

## TUESDAY, JUNE 25

7:30 a.m. - 8:15 a.m.	Coffee Service
7:30 a.m. - 5:30 p.m.	Registration Desk Open
8:00 a.m. - 10:00 a.m.	Session A: Surviving First Amendment Audits and Citizen Journalist Encounters
8:00 a.m. - 10:00 a.m.	Session B: Fact or Crap: What Motivates You?
9:45 a.m. - 3:30 p.m.	Exhibit Hall Open
10:00 a.m. - 10:30 a.m.	Refreshment Break in Exhibit Hall
10:00 a.m. - 10:30 a.m.	Directory Photos (Registration Desk)
10:30 a.m. - 12:00 p.m.	Session A: Accepting Gifts and Dual Office Holding
10:30 a.m. - 12:00 p.m.	Session B: Imposter Syndrome: Embracing Leadership When You Feel Like a Fraud
12:00 p.m. - 1:30 p.m.	Sidewalk Café in the Exhibit Hall (Each conference attendee will receive one \$20 lunch coupon to purchase lunch at the Sidewalk Café.)
12:00 p.m. - 1:30 p.m.	Directory Photos (Registration Desk)
1:30 p.m. - 3:00 p.m.	Session A: Municipal Charters - Overview and Best Practices
1:30 p.m. - 3:00 p.m.	Session B: NeuroLeadership
3:00 p.m. - 3:30 p.m.	Refreshment Break in Exhibit Hall
3:30 p.m.	Exhibit Hall Game Ends
3:30 p.m.	Silent Auction/Purses with a Purpose Auction Bidding Concludes

# TENTATIVE GENERAL SCHEDULE\* CONTINUED

3:30 p.m. - 5:30 p.m.	Session A: Harassment, Stalking and Bullying (In Person, Cyberspace and the Impact of AI)
3:30 p.m. - 5:30 p.m.	Session B: Collaborative Leadership: Fostering Teamwork in City Administration
6:00 p.m. - 9:00 p.m.	Clerks' Night Out

## WEDNESDAY, JUNE 26

8:00 a.m. - 8:30 a.m.	Coffee Service
8:00 a.m. - 11:30 a.m.	Registration Desk Open
8:30 a.m. - 11:30 a.m.	Closing Session: Effective Communication and De-Escalation Techniques
10:00 a.m. - 10:15 a.m.	Refreshment Break
10:00 a.m. - 10:15 a.m.	Directory Photos (Registration Desk)
11:30 a.m. - 12:00 p.m.	Closing Remarks and Door Prizes

*\*Schedule subject to change*

## ADVANCE REGISTRATION

All participants are encouraged to register in advance to avoid delays at the registration desk. Please complete and return the registration form, along with payment, to FACC, P.O. Box 1757, Tallahassee, FL 32302. Make your check payable to FACC. We cannot accept purchase orders. Visa, Mastercard, American Express and Discover Card are accepted for online registration only. **Registration forms will not be processed without payment in full.**

## ONLINE REGISTRATION

Registration is available online at [floridaclerks.org](https://floridaclerks.org). You will need a username and password. **If you have never registered for a FACC event online, please contact Meredith Montgomery at 850.222.9684 or [mmontgomery@flcities.com](mailto:mmontgomery@flcities.com) for your credentials.**

You can pay online with your Visa, Mastercard, American Express or Discover Card, or you can mail your registration form and fees by check to FACC, P.O. Box 1757, Tallahassee, FL 32302. **You are not considered registered until your payment is received and processed, and you will not receive housing information until registration is paid.**



## REGISTRATION FEES

Registration fees must accompany all registration forms. To qualify for the advanced registration fee, registration forms must be postmarked on or before May 31, 2024. Registration forms postmarked after May 31, 2024, will be processed at the specified regular fee. **All registration forms must be received by June 17, 2024. If you are unable to meet this deadline, please register on site.** The registration fees are:

	Advanced Fee before/on May 31	Regular Fee on/after June 1
FACC Member	\$400	\$450
FACC Nonmember	\$525	\$575
Guest	\$250	\$300
Athenian Dialogue	\$100	\$115
One Day Ticket – Member	\$250	\$250
One Day Ticket – Nonmember	\$275	\$275
Extra Welcome Reception & President's Presentation Ticket	\$60	\$60
Extra Business Luncheon Ticket	\$55	\$55

## MEMBER/NONMEMBER REGISTRATION

Member and nonmember registration fees cover name badge, admission to all conference and academy sessions, coffee service, admission to the Exhibit Hall, refreshment breaks, Monday's Business Luncheon, Monday's Welcome Reception and President's Presentation and one \$20 lunch coupon to purchase lunch at Tuesday's Sidewalk Café in the Exhibit Hall. These fees **DO NOT** cover the Athenian Dialogue, lodging or other meals.

## GUEST REGISTRATION

Guest registration fees cover name badge, admission to all conference and academy sessions, coffee service, admission to the Exhibit Hall, refreshment breaks, Monday's Welcome Reception and President's Presentation and one \$20 lunch coupon to purchase lunch at Tuesday's Sidewalk Café in the Exhibit Hall. These fees **DO NOT** cover the Athenian Dialogue, Monday's Business Luncheon, lodging or other meals. Guests are defined as spouses, partners or other non-professional relations of delegates. **FACC members and sponsor or exhibitor representatives do not qualify for the guest registration fees.**

## ADDITIONAL EVENT TICKETS

Extra tickets for the Welcome Reception and President's Presentation and the Business Luncheon may be purchased in advance or at the registration desk. The Welcome Reception and President's Presentation ticket is \$60 per person, and the Business Luncheon is \$55 per person. **Note: Your name badge must be worn for all events, and tickets must be presented to enter the events.**

## DEADLINES

Hotel Cutoff	May 31
Early Registration Ends	May 31
Cancellation Requests	June 7
Registration Cutoff	June 17

## REFUNDS

Cancellations must be emailed to [facc@flcities.com](mailto:facc@flcities.com). **All cancellations received by 5:00 p.m., Friday, June 7, 2024, will be entitled to a refund minus a \$50 administration fee.** Refunds will be issued after the event. Substitutions may be made at any time with advance notification.

## HOTEL INFORMATION

To protect our room block for registrants, it is our policy that housing information is released only upon payment of registration. Once your registration is paid, you will receive housing information via email. Please note the cutoff date to make hotel reservations is May 31. However, the room block may be filled before that date, so make your reservations as soon as possible. It is important that you register for the conference and academy early so that you have plenty of time to make your reservations.

**NOTE: IF YOU MAKE YOUR HOTEL RESERVATION OUTSIDE OF OUR ROOM BLOCK, YOUR ROOM IS NOT PROTECTED, AND IF THE HOTEL BECOMES FULL, THE HOTEL COULD POSSIBLY MOVE YOU TO A DIFFERENT HOTEL.**

The Embassy Suites by Hilton Orlando Lake Buena Vista South will serve as the host hotel. The hotel room rate is \$159 per night. Self-parking is available at the reduced rate of \$10/day. Hotel check-in time is 4:00 p.m. Hotel checkout time is 11:00 a.m. **The hotel offers a full complimentary breakfast for each guest that stays overnight at the hotel.**

## EDUCATION SESSIONS

Municipal Clerks attending the FACC 2024 Summer Conference and Academy have the opportunity to earn one Certified Municipal Clerk (CMC) experience point for attending the conference portion of the program and up to 15 hours (equivalent to 7.50 CMC or Master Municipal Clerk [MMC] education points) for attending the educational portion of the program. CMC/MMC hours approved by the International Institute of Municipal Clerks (IIMC) are listed after each educational session in the program. (Additional hours are awarded to those successfully completing the Athenian Dialogue.)

**IMPORTANT NOTE: As full-time professionals, we understand the occasional need to step outside briefly during an educational session to answer an urgent phone call or attend to a personal matter. However, to uphold the integrity of the IIMC Certification Program and out of respect for our fellow Clerks, any participant who misses more than 15 minutes of any session will not be allowed to earn points for that session. In addition, this policy applies to leaving any session early as well unless you have a true emergency and receive prior approval from FACC Executive Director Allison Payne ([apayne@flcities.com](mailto:apayne@flcities.com)) and/or FACC Education and Training Coordinator Amy Brewer ([abrewer@fsu.edu](mailto:abrewer@fsu.edu)).**

Clerks who are working toward their CMC or MMC designations and wish to receive the maximum points allowable by IIMC will need to (one) have their name badge scanned after every session, and (two) complete and submit an Ideas to Action (ITA) form for each education session.

A Certificate of Completion, with educational hours earned, will be sent electronically to participants approximately 60 days following the conference and academy.

The education curriculum for both the CMC and MMC sessions was developed, reviewed and approved by the John Scott Dailey Florida Institute of Government (IOG) at Florida State University as an IIMC-approved institute, in cooperation with the FACC Professional Education Committee and the FACC Board of Directors.

## KNOW BEFORE YOU GO INFORMATIONAL WEBINAR

Please plan to attend a Know Before You Go Informational Webinar about the event on June 20, 2024 at 10:00 a.m. ET via Zoom. Registration via Zoom will be provided in the FACC Friday Newsletter, or you can email [facc@flcities.com](mailto:facc@flcities.com) to register for this free webinar. Attendance at this webinar is optional. This webinar is for educational purposes only; it is not approved for any CMC/MMC points or hours.

## CONFERENCE BUDDY PROGRAM

Is this your first time attending an FACC Summer Conference and Academy? If so, sign up for a conference buddy by contacting FACC Mentoring Committee Chair Quintella L. Moorer, MMC (City Clerk, City of Greenacres) at [qmoorer@greenacresfl.gov](mailto:qmoorer@greenacresfl.gov). A conference buddy will be assigned to you to help you navigate the event and answer any questions you may have. If you have attended past events and would like to serve as a buddy to a new attendee, please contact Quintella.

## EVENT ATTIRE

Attire for the Summer Conference and Academy is business casual.

## EXHIBIT HALL

**Monday, June 24, 3:30 p.m. - 6:00 p.m.; Tuesday, June 25, 9:45 a.m. - 3:30 p.m.**

Please visit the Exhibit Hall and show your appreciation to the exhibitors who help make this Summer Conference and Academy possible. All refreshment breaks occurring during Exhibit Hall hours, Monday's Welcome Reception and President's Presentation, Tuesday's Coffee Service and Tuesday's Sidewalk Café will be held in the Exhibit Hall.

**Each conference attendee will receive one \$20 lunch coupon to purchase lunch at the Sidewalk Café.**

## SIDEWALK CAFÉ IN THE EXHIBIT HALL

**Tuesday, June 25, 12:00 p.m. - 1:30 p.m.**

Each conference attendee will receive one \$20 lunch coupon to purchase lunch at the Sidewalk Café. Tables and seating will be available in and near the Exhibit Hall.

## EXHIBIT HALL GAME BOARD

Each registered attendee will receive an exhibit hall game board at the entrance door to the Exhibit Hall on Monday, June 24 at 3:30 p.m. Collect each exhibitor's signature on your game board, return your game board to the registration desk, and you will be entered into a drawing for a complimentary Fall Academy registration. The game board drawing will conclude at 3:30 p.m. during the last break held in the exhibit hall (Tuesday, June 25).

## COLOR FOR A CAUSE

**Tuesday, June 25**

Wear the color of your choice to support a cause, prevent a disease/illness or represent any cause you wish.

## DIRECTORY PHOTOS

**Tuesday, June 25, 10:00 a.m. - 10:30 a.m., 12:00 p.m. - 1:30 p.m.**

**Wednesday, June 26, 10:00 a.m. - 10:15 a.m.**

Come to the registration desk during these times to have your picture taken for the FACC Membership Directory.

## WELCOME RECEPTION AND PRESIDENT'S PRESENTATION

**Monday, June 24, 5:00 p.m. - 6:00 p.m.**

Begin the conference and academy by renewing acquaintances and meeting new friends. Please use this time to also thank our exhibitors and sponsors for their support and our President for her service. Enjoy an early evening of light refreshments. Guests are welcome if they are registered. Additional tickets are available to be purchased at \$60 per person. No children, please.

## THE NETWORKING SPOT

**Monday, June 24, 6:30 p.m. - 7:30 p.m.**

After a long day, join us at The Networking Spot to relax and network with friends and colleagues.

## CLERKS' NIGHT OUT

**Tuesday, June 25, 6:00 p.m. - 9:00 p.m.**

Details Coming Soon!

## SILENT AUCTION/PURSES WITH A PURPOSE AUCTION

**Monday, June 24, 7:00 a.m. - 5:00 p.m.**

**Tuesday, June 25, 7:30 a.m. - 3:30 p.m.**

FACC will host the 15th Annual Silent Auction and the 13th Annual Purses with a Purpose Auction at this year's conference and academy. Items are needed for BOTH auctions. If you have an item you feel would work for the silent auction, please email pictures and/or a detailed description, along with estimated value, to FACC Silent Auction/50-50 Drawing Committee Chair Sherry D. Henderson, CMC (Town Clerk, Town of Hillsboro Beach) at [shenderson@townofhillsborobeach.com](mailto:shenderson@townofhillsborobeach.com) so that bidding sheets may be prepared in advance. If you are interested in donating a gift card to create gift card bundles for the auction, please advise Sherry and mail all gift cards to her (see address below) so that gift card bundles and bidding sheets may be prepared in advance. The gift card(s) can be any denomination you wish to donate.

### Contact for both auctions:

- Committee Chair/Town Clerk Sherry D. Henderson, CMC, 954.427.4011, [shenderson@townofhillsborobeach.com](mailto:shenderson@townofhillsborobeach.com), or Town of Hillsboro Beach, c/o Town Clerk Sherry D. Henderson, CMC, 1210 Hillsboro Mile, Hillsboro Beach, FL 33062.

Of course, your participation in these two auctions is voluntary, but we look forward to another great year for both auctions. It is a lot of fun bidding against your fellow Clerks!

Payment for auction item(s): Cash or check are the only accepted forms of payment on site.

Both auctions will conclude Tuesday, June 25, at 3:30 p.m.



# 2024 SUMMER CONFERENCE AND ACADEMY CONFERENCE SCHEDULE

\*All times are Eastern Standard (ET)

## SUNDAY, JUNE 23

8:00 a.m. - 9:00 a.m.

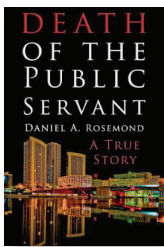
**Coffee Service**

8:00 a.m. - 4:30 p.m.

**Registration Desk Open**

9:00 a.m. - 4:30 p.m.

**Athenian Dialogue: "Death of the Public Servant"\***



This Athenian Dialogue discusses the book "Death of the Public Servant" by Former City Manager Daniel Rosemond of Hallandale Beach, FL.

Whether it's a public health and safety mandate, the enforcement of building and safety codes, or the actions of law enforcement officers within a municipal police department, most people tend to think of Washington, D.C., when it comes to the government. The sober reality, however, is that the most relevant government happens at the local level. Death of a Public Servant is a true story about a former City Manager's personal experience. After serving his community for 30 years, he was accused of misconduct, labeled a whistleblower and publicly terminated. These actions would blackball his reputation and nearly destroy his personal life. Over the next six years, he would embark on the steep, uphill journey to clear his name in court, while attempting to pivot from an otherwise stellar career in public service. After a challenging and lengthy court battle, he would go on to win a multimillion-dollar jury verdict. This book delves into the intricacies of the local public administrator role from the vantage point of someone with firsthand experience. It is raw and unfiltered and shines a light on the actions of elected officials, which often go unchecked. It is both personal and thought-provoking and will leave you to consider your civic responsibility as a member of your local community and as a Clerk.

*Presented by: Camilla G. Pitman, MMC, Certified Professional Legal Secretary, City Clerk, Greenville, SC*

9:00 a.m. - 4:30 p.m.

**Athenian Dialogue: "Finding Me"\***



This Athenian Dialogue discusses the book "Finding Me" by American actress and film producer Viola Davis.

In the author's own words: "In my book, you will meet a little girl named Viola who ran from her past until she made a life-changing decision to stop running forever. This is my story, from a crumbling apartment in Central Falls, Rhode Island, to the stage in New York City and beyond. This is the path I took to finding my purpose but also my voice in a world that didn't always see me. As I wrote 'Finding Me,' my eyes were open to the truth of how our stories are often not given close examination; we are forced to reinvent them to fit into a crazy, competitive, judgmental world. So I wrote this for anyone running through life untethered, desperate and clawing their way through murky memories, trying to get to some form of self-love. For anyone who needs reminding that a life worth living can only be born from radical honesty and the courage to shed facades and be ... you. 'Finding Me' is a deep reflection, a promise, and a love letter of sorts to self. My hope is that my story will inspire you to light up your own life with creative expression and rediscover who you were before the world put a label on you."

*Presented by: Dawn Michanowicz, MMC, EM-AP, Facilitator, Holden, MA*

**\*These Athenian Dialogues have been pre-approved for three CMC or MMC education points with the satisfactory, timely completion of a learning assessment. All participants must have completed the book in its entirety as a prerequisite for dialogue attendance. Registration is \$100 for FACC members and \$115 for nonmembers. You must purchase the book on your own. Lunch is on your own from 12:00 p.m. - 1:30 p.m. Athenian Leadership Society Dialogues are limited to a minimum of 10 participants and a maximum of 30 participants per session on a first-come, first-served basis. Participants are required to purchase and read the book prior to the session. Due to the pre-work involved (reading the book), on-site registrations are not allowed.**

# 2024 SUMMER CONFERENCE AND ACADEMY

## CONFERENCE SCHEDULE CONTINUED

10:30 a.m. - 10:45 a.m.

**Refreshment Break**

12:00 p.m. - 1:30 p.m.

**Lunch (On Your Own)**

3:00 p.m. - 3:15 p.m.

**Refreshment Break**

4:30 p.m. - 5:30 p.m.

**First-Time Attendees' Important Orientation and Education Basics**

This is an informal session for new attendees to meet the FACC Board of Directors, including both the current and incoming FACC Presidents, as well as the FACC Executive Director, FACC staff and staff from The John Scott Dailey Institute of Government (IOG). Please join us for a brief but informative session to learn how your association can assist you in your professional goals and challenges while letting us get to know you.

*Presented by: FACC Board Members, IOG Staff and FACC Staff*

6:30 p.m. - 8:00 p.m.

**FACC Board of Directors Meeting**

### MONDAY, JUNE 24

7:00 a.m. - 8:30 a.m.

**Coffee Service**

7:00 a.m. - 5:00 p.m.

**Registration Desk Open**

7:30 a.m. - 8:15 a.m.

**District Meetings**

8:30 a.m. - 9:45 a.m.

**Opening Ceremonies and Keynote Address: Developing a Champion Mindset**

Facing disappointment, learning from failure, coping with loss and adapting to change.

*Presented by: Cam F. Awesome, 12-Time National Boxing Champion, Professional Speaker, Published Author and President, Awesome Talks, LLC*

9:45 a.m. - 10:00 a.m.

**Refreshment Break**

10:00 a.m. - 12:00 p.m.

**Joint Session: Thriving and Not Just Surviving in Political Waters: A Guide for City Clerks**  
(2 CMC/MMC Hours)

Drawing from over three decades in municipal government, speaker Lee Frazier will offer invaluable insights to both new and seasoned Clerks dealing with challenging political environments. He will emphasize the significance of cultivating strong relationships with elected officials, effective stakeholder communication and a mindful approach to politics. Frazier will also provide strategies for conflict management and navigating political disputes, all while remaining dedicated to public service. This session is a valuable resource for both new and struggling Clerks, providing inspiration, empowerment and practical advice for overcoming adversity.

*Presented by: Lee Frazier, JD, MMC, CERA, IIMC Region 3 Director, Birmingham, AL*

12:00 p.m. - 1:45 p.m.

**Luncheon and Annual Business Meeting**

2:00 p.m. - 5:00 p.m.

**Joint Session: Getting a Seat at the Table**  
(3 CMC/MMC Hours)

This session is an interactive exploration of the significance of active participation and engagement in various aspects of life, whether professional, philanthropic or within one's family dynamic. The metaphorical notion of securing a seat at the table represents more than mere presence; it symbolizes becoming an integral part of decision-making processes, fostering collaboration and advocating for one's perspectives. Participants will delve into the concept of being at the table as a partner, with an emphasis on the importance of seeking equilibrium and demonstrating genuine commitment to furthering the organization's objectives or familial harmony. By encouraging individuals to strategically select their seats with the right intentions, this session underscores the notion that being at the table isn't just about occupying physical space; it's about wielding influence, amplifying voices and effecting meaningful change. As the adage goes, "If you're not at the table, you might find yourself on the menu," underscoring the imperative of active participation in shaping outcomes rather than being passively acted upon.

*Presented by: Rex Osborn, President, More Than Talk, LLC*

# 2024 SUMMER CONFERENCE AND ACADEMY

## CONFERENCE SCHEDULE CONTINUED

3:30 p.m. - 4:00 p.m.

**Refreshment Break in Exhibit Hall**

3:30 p.m. - 6:00 p.m.

**Exhibit Hall Open**

5:00 p.m. - 6:00 p.m.

**Welcome Reception and President's Presentation  
in Exhibit Hall**

6:30 p.m. - 7:30 p.m.

**The Networking Spot**

### TUESDAY, JUNE 25

**Wear your color for a cause.** (See page 6)

7:30 a.m. - 8:15 a.m.

**Coffee Service**

7:30 a.m. - 5:30 p.m.

**Registration Desk Open**

8:00 a.m. - 10:00 a.m.

**Session A: Surviving First Amendment Audits and Citizen  
Journalist Encounters**

(2 CMC/MMC Hours)

This session is designed to provide public servants, both sworn and civilian, with the information, strategies and attitudes necessary to prevail when confronted with a First Amendment Audit. First and foremost, this is a risk management training session that contains must-know information needed to address the challenges posed by the current social media watchdogs and what behaviors are protected. Specifically, this session will address how governments should respond to these audits, including knowing what to say and what to avoid, recognizing First and Fourth Amendment issues at play, avoiding traps and deflecting auditors' attempts to provoke.

*Presented by: Retired Master Sgt. Leith Harrell, Instructor,  
Prokopton Training and Development, Inc.*

8:00 a.m. - 10:00 a.m.

**Session B: Fact or Crap: What Motivates You?**

(2 CMC/MMC Hours)

Unlock the secrets behind your motivations. This session is designed to delve deep into the realm of personal motivation and goes beyond surface-level exploration by offering dozens of actionable takeaways for personal development and heightened self-awareness. Inspired by the popular American card game "Fact or Crap," participants will embark on a journey of self-discovery through 20 interactive prompts, challenging attendees to explore their driving forces behind both significant life decisions and everyday actions. By engaging in thought-provoking discussions and interactive activities, attendees will leave equipped with a deeper understanding of their motivations and armed with strategies to harness their driving forces effectively.

*Presented by: Rex Osborn, President, More Than Talk, LLC*

9:45 a.m. - 3:30 p.m.

**Exhibit Hall Open**

10:00 a.m. - 10:30 a.m.

**Refreshment Break in Exhibit Hall**

10:00 a.m. - 10:30 a.m.

**Directory Photos at the Conference Registration Desk**

10:30 a.m. - 12:00 p.m.

**Session A: Accepting Gifts and Dual Office Holding**

(1.5 CMC/MMC Hours)

The purpose of this session is to provide you with information regarding the ethical implications and legal limitations or prohibitions as it relates to the acceptance of gifts as a public servant and holding dual office.

*Presented by: Alison F. Smith, Partner, Weiss Serota Helfman  
Cole + Bierman, Attorneys at Law*

10:30 a.m. - 12:00 p.m.

**Session B: Imposter Syndrome: Embracing Leadership  
When You Feel Like a Fraud**

(1.5 CMC/MMC Hours)

Impostor syndrome is something almost every successful person experiences at one time or another. This experience is often fueled by worry, fear and insecurity negatively affecting your performance and leadership skills. Learn to defeat your self-doubt and ignite your inner champion to become

# 2024 SUMMER CONFERENCE AND ACADEMY

## CONFERENCE SCHEDULE CONTINUED

an influential and authentic leader.

*Presented by: Maria Dowling, Psy.D., M.S., MBA, CPC, Strategy Consultant, Speaker and Coach, MD Consulting Company*

12:00 p.m. - 1:30 p.m.

### **Sidewalk Café in Exhibit Hall**

Each conference attendee will receive one \$20 lunch coupon to purchase lunch at the Sidewalk Café.

12:00 p.m. - 1:30 p.m.

### **Directory Photos at the Conference Registration Desk**

1:30 p.m. - 3:00 p.m.

### **Session A: Municipal Charters – Overview and Best Practices**

*(1.5 CMC/MMC Hours)*

Speaker Lynn Tipton will give an in-depth overview of the nature and purpose of charters in Florida's municipalities, as well as recent trends in revising charters. The discussion will include the appointment and staffing of charter review committees (CRC), charter resources statewide, statistics from the Florida League of Cities (FLC) on charter contents and best practices from recent examples.

*Presented by: Lynn Tipton, Director, FLC University, Florida League of Cities, Inc.*

1:30 p.m. - 3:00 p.m.

### **Session B: NeuroLeadership**

*(1.5 CMC/MMC Hours)*

NeuroLeadership is an emerging field that integrates and applies scientific insights about the brain to improve and enhance leadership effectiveness. Participants in this session will gain a better understanding of how neuroscience interacts with leadership principles while leveraging this knowledge to improve their own decision-making, communication and overall performance skills.

*Presented by: Maria Dowling, Psy.D. M.S., MBA, CPC, Strategy Consultant, Speaker and Coach, MD Consulting Company*

3:00 p.m. - 3:30 p.m.

### **Refreshment Break in Exhibit Hall**

3:30 p.m.

### **Exhibit Hall Game Ends (Submit your completed forms to the Registration Desk)**

3:30 p.m.

### **Silent Auction/Purses with a Purpose Auction Bidding Concludes**

3:30 p.m. - 5:30 p.m.

### **Session A: Harassment, Stalking and Bullying (In Person, Cyberspace and the Impact of AI)**

*(2 CMC/MMC Hours)*

We'll be taking a critical look at the dark side of human behavior and how harassment, stalking and bullying are increasing with the rise of social media and artificial intelligence (AI). Participants will learn to identify the various forms of these behaviors, both online and in person, and understand the key differences between them. Discussion will include strategies for communicative and intrapersonal management, as well as additional available resources and support.

*Presented by: Michelle Dusseau, Ph.D., Associate Lecturer, College of Sciences Faculty Fellow for Undergraduate Student Engagement, University of Central Florida, Nicholson School of Communication and Media*

3:30 p.m. - 5:30 p.m.

### **Session B: Collaborative Leadership: Fostering Teamwork in City Administration**

*(2 CMC/MMC Hours)*

Dive into effective strategies for transcending departmental barriers and enhancing teamwork across city administration. Using innovative tools and practical solutions to common challenges, attendees will discover how to foster a culture of collaboration and innovation. This session is a unique opportunity to drive positive change and achieve greater efficiency and effectiveness in municipal governance.

*Presented by: Tracy Duhaney, President, The Ambrose Group, LLC*

6:00 p.m. - 9:00 p.m.

### **Clerks' Night Out**

Details Coming Soon!



# 2024 SUMMER CONFERENCE AND ACADEMY

## CONFERENCE SCHEDULE CONTINUED

8:00 a.m. - 8:30 a.m.

### Coffee Service

8:00 a.m. - 11:30 a.m.

### Registration Desk Open

8:30 a.m. - 11:30 a.m.

### Closing Session: Effective Communication and De-Escalation Techniques

(3 CMC/MMC Hours)

When you are confronted with an individual in the workplace whose emotions have gotten out of control, the way you handle it can have a big impact on what happens next. Effective communication and de-escalation techniques can be used to handle emotionally volatile situations so that you don't make a bad situation worse and you stay in control of your own emotional reactions. This session will teach skills to de-escalate emotionally charged customers and co-workers such as: learning how to recognize a crisis or a conflict that's intensifying, how to recognize early warning signs of aggression, how to keep your own emotions under control using self-regulation techniques, how to communicate effectively and use

verbal de-escalation techniques for calming others, how using the proper body language (including awareness of facial expressions) to encourage calmness and how to improve your ability to be empathetic and understand another's point of view. Effective communication and de-escalation techniques provide useful, easy-to-remember skills, which can be used when you are unexpectedly faced with an escalating situation.

*Presented by: Christopher Burke, MSA, BCJ, BLS, FLEO*

10:00 a.m. - 10:15 a.m.

### Refreshment Break

10:00 a.m. - 10:15 a.m.

### Directory Photos at the Conference Registration Desk

11:30 a.m. - 12:00 p.m.

### Closing Remarks and Door Prizes



## 2024 FACC Summer Conference and Academy

**June 23-26 • Embassy Suites by Hilton Orlando Lake Buena Vista South • Kissimmee**

Florida Association of City Clerks • P.O. Box 1757 • Tallahassee, FL 32302 • 850.222.9684 • Fax 850.222.3806

If you print out this document for completion, please print legibly or type information. Otherwise, you may type directly in this document. Return completed forms with registration fees to FACC, P.O. Box 1757, Tallahassee, FL 32302 or email [facc@flcities.com](mailto:facc@flcities.com). Make checks payable to FACC.

Complete a separate form for each registrant. Advance registration will only be processed if full payment accompanies this form. If paying by credit card, only Visa, Mastercard, American Express or Discover Card will be accepted. This form is for conference registration only and not for hotel reservations.

**Please type or print clearly.**

Full Name: \_\_\_\_\_ First Name or Nickname: \_\_\_\_\_  
(As you wish it to appear on your badge)

Title: \_\_\_\_\_ Affiliation: \_\_\_\_\_  
(City, County or Government)

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ FACC District: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Current Certification (i.e. CMC/MMC): \_\_\_\_\_ First-Time Attendee?: ☐ Yes ☐ No

**Guest Information**

Spouse/Guest Full Name: \_\_\_\_\_ First Name or Nickname: \_\_\_\_\_  
(if attending)

Spouse/Guest Full Name: \_\_\_\_\_ First Name or Nickname: \_\_\_\_\_  
(if attending)

**Payment and class roster (next page) must accompany each registration.**

**Use one registration form per registrant.** Registration fees cover name badge, admission to all sessions, coffee service, admission to the Exhibit Hall, refreshment breaks, Monday's Business Luncheon, Monday's Welcome Reception and President's Presentation and one \$20 lunch coupon from FACC to purchase lunch at the Sidewalk Café. Spouse/guest registration fees cover all the above except Monday's Business Luncheon; tickets can be purchased separately for this event. Pre-conference Athenian Dialogues require an additional registration fee and pre-registration.

**Special Needs:** If you are physically challenged and/or require special services, or if you have dietary needs, please attach a written description to your advance registration form.

I require a special diet: ☐ Yes ☐ No If so, what? \_\_\_\_\_

**Cancellations** must be received and confirmed in writing by 5:00 p.m. June 7, 2024, in order to be eligible for a refund for the registration fees. All cancellations are charged an administration fee of \$50, which will be deducted from the refund. No refunds will be given after the June 7 deadline, and all refunds will be processed after the event.

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Registration Type	Quantity	Advanced Fee before/on May 31	Quantity	Regular Fee on/after June 1	Fee Paid
FACC Member	_____	@ \$400.00	_____	@ \$450.00	= _____
FACC Nonmember	_____	@ \$525.00	_____	@ \$575.00	= _____
Guest	_____	@ \$250.00	_____	@ \$300.00	= _____
<b>Other Fees</b>					
Athenian Dialogue	_____	@ \$100.00	_____	@ \$115.00	= _____
Extra Welcome Reception and President's Presentation Ticket	_____	@ \$60.00	_____	@ \$60.00	= _____
Extra Business Luncheon Ticket	_____	@ \$55.00	_____	@ \$55.00	= _____
One-Day Only – Member	_____	@ \$250.00	_____	@ \$250.00	= _____
One-Day Only – Nonmember	_____	@ \$275.00	_____	@ \$275.00	= _____
<b>Payment Information:</b> Make check payable to FACC.					

**PROGRAM:** Please indicate your preference of the sessions by placing an “X” before the program title.

### SUNDAY, JUNE 23

9:00 a.m. - 4:30 p.m.

- ☐ Athenian Dialogue: “Death of the Public Servant”

9:00 a.m. - 4:30 p.m.

- ☐ Athenian Dialogue: “Finding Me”

4:30 p.m. - 5:30 p.m.

- ☐ First-Time Attendees’ Important Orientation and Education Basics

6:30 p.m. - 8:00 p.m.

- ☐ FACC Board of Directors Meeting

### MONDAY, JUNE 24

7:30 a.m. - 8:15 a.m.

- ☐ District Meetings

8:30 a.m. - 9:45 a.m.

- ☐ Opening Ceremonies and Keynote Address: Developing a Champion Mindset

10:00 a.m. - 12:00 p.m.

- ☐ Joint Session: Thriving and Not Just Surviving in Political Waters: A Guide for City Clerks

12:00 p.m. - 1:45 p.m.

- ☐ Luncheon and Annual Business Meeting

2:00 p.m. - 5:00 p.m.

- ☐ Joint Session: Getting a Seat at the Table

5:00 p.m. - 6:00 p.m.

- ☐ Welcome Reception and President’s Presentation

6:30 p.m. - 7:30 p.m.

- ☐ The Networking Spot

### TUESDAY, JUNE 25

8:00 a.m. - 10:00 a.m.

- ☐ Session A: Surviving First Amendment Audits and Citizen Journalist Encounters

8:00 a.m. - 10:00 a.m.

- ☐ Session B: Fact or Crap: What Motivates You?

10:30 a.m. - 12:00 p.m.

- ☐ Session A: Accepting Gifts and Dual Office Holding

10:30 a.m. - 12:00 p.m.

- ☐ Session B: Imposter Syndrome: Embracing Leadership When You Feel Like a Fraud

1:30 p.m. - 3:00 p.m.

- ☐ Session A: Municipal Charters – Overview and Best Practices

1:30 p.m. - 3:00 p.m.

- ☐ Session B: NeuroLeadership

3:30 p.m. - 5:30 p.m.

- ☐ Session A: Harassment, Stalking and Bullying (In Person, Cyberspace and the Impact of AI)

3:30 p.m. - 5:30 p.m.

- ☐ Session B: Collaborative Leadership: Fostering Teamwork in City Administration

### WEDNESDAY, JUNE 26

8:30 a.m. - 11:30 a.m.

- ☐ Closing Session: Effective Communication and De-Escalation Techniques



## FLORIDA ASSOCIATION OF CITY CLERKS

# FLORIDA EDUCATION FUND (FEF)

## DONATION FORM

### 2024 FACC Summer Conference and Academy

The Florida Education Fund (FEF) was created in 2013 to raise funds for FACC's professional education programs and protect training investments. FEF is used exclusively for the purpose of providing highly sought-after facilitators and other esteemed education professionals and programs that may far exceed our association budget.

The FEF is funded through direct donations of Florida clerks, supporting agencies, individuals, corporations, or bequeaths and endowments similar to the IIMC Education Foundation. The intent of FEF is to "supplement" the current educational budget – not offset the currently budgeted funds.

To recognize and thank our donors annually, a list of contributors will appear in the Summer Conference and Academy Program.

To submit your donation, you can pay by check (make payable to FACC), or you can contact FACC to set up an invoice and then log in to the FACC portal to pay online with a credit card.

**Please check one box:** ☐ **One-Time Contribution**      ☐ **Annual Contribution (*Invoice me annually*)**

**Please check box:**

- |   |  |
|---|--|
| <input type="checkbox"/> \$5.00 (Friend)  | <input type="checkbox"/> \$50.00 (Diamond)   |
| <input type="checkbox"/> \$10.00 (Silver) | <input type="checkbox"/> \$100.00 (Platinum) |
| <input type="checkbox"/> \$25.00 (Gold)   | <input type="checkbox"/> Other _____         |

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

*NOTE: Due to FACC's IRS tax status, donations are not tax-deductible; however, the benefits of the high-level education and highly sought-after trainers will far outweigh the tax benefits.*

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