

2007 Curriculum



Today's county government official must possess a broad array of skills to lead effectively. The Certified County Officials program is a voluntary certification program to provide county officials in the State of Illinois with intensive academic training that will assist them in effectively meeting the requirements of their elected role.



- **2007 Course Descriptions**
- **Program Guidelines for Planning**
- **Application for Credit Hours**
- **Enrollment Form**

Introduction



Building leadership through education and excellence

by Kelly Murray, IACBMC Executive Director and Jeri Marxman, LGIEN Director

We live in an era of increasing change. County officials are continuously faced with complexities of technology, personnel regulations, management and amendments to county government law. Each year, it seems that county officials need to know more than they did the previous year. Continuing education is no longer a luxury, but a necessity.

Providing members with the education they need, when they need it, has long been a major focus of the Illinois Association of County Board Members and Commissioners (IACBMC).

In 2005 the Certified County Officials (CCO) program was implemented by IACBMC in partnership with the University of Illinois Extension to strengthen the skills and leadership capacity of county officials. The CCO program recognizes those officials who demonstrate professionalism and dedication to enhancing their knowledge through advanced education. This three-tiered voluntary learning program is a powerful strategy for increasing your effectiveness in public office.

To ensure that education programs are timely and relevant, the leadership of these two organizations will identify a network of county officials to work directly with educators at the University of Illinois to develop educational offerings customized to meet the needs of all county offices.

Initially, the subjects will focus on four program areas:

- 1) roles and responsibilities of county officials
- 2) interpersonal relationships
- 3) leadership skills
- 4) current issues facing county government

Certification training hours outside of these "core" topics may also be approved but will need to meet certain standards.

The instructional formats will vary greatly from highly interactive courses and vibrant lectures to Tele-institute sessions and topic-driven workshops. The instructors will include university professors and Extension educators, government officials, professional trainers and other speakers well versed in county government issues. On occasion, county officials will assume the role of trainer and provide education and best practices in their duties and offices.

But, what really makes the CCO program unique and attainable is its flexibility. County officials can opt to attend statewide training events or on-site courses offered by their local Extension office. In addition, county affiliate groups sponsor meetings annually on issues related to their office. Certification training hours may also be approved for these events. The University of Illinois Extension also plans to develop CCO on-line education to better accommodate county officials busy schedules and reduce training costs. So, as you can see, there will be a myriad of opportunities for county officials to obtain credit hours.

We believe the active involvement of officials acting in a coordinated manner makes an organization strong. It is the goal of IACBMC and Extension to work together to develop the most advanced continuing education programming available in Illinois for county officials.

We hope that you support the CCO program and take advantage of the high-level education of the University of Illinois Extension. We also hope that you join the program with the commitment to advance to the highest certification level.

Certified County Officials Program 2007 Core Curriculum

Included in this brochure is a list of topics available as well as a brief description of each session and the minimum time needed to conduct each session. Costs will vary depending on proprietary materials (these costs are included in descriptions); material reproduction; and travel for University of Illinois Extension educators. You may select any of these topics and we will do our best to find the closest Extension educator available on your date to provide the topic(s) you selected.

Section A

Roles and Responsibilities of County Officials

These sessions will help local officials understand their role in local government and what responsibilities they have as an elected official.



- **Parliamentary Procedures** (1-4 Hour min.)
An overview to encourage the use of procedural rules to increase the effectiveness, efficiency, and productivity of meetings. The overview encompasses an understanding of when and how to use the procedures effectively to make regular meetings move more smoothly. The program will focus on meeting established time commitments, allowing difficult or contentious issues to be covered fairly and equitably, and resolving issues with the least amount of difficulty.
- **Role of Local Officials in Economic Development** (1-3 Hour min.)
Local government involvement in economic development is varied and can often be community specific. This program highlights common principles and case studies that help officials make their communities economically robust.
- **Risk Management** (1½-3 Hour min.)
This program introduces basic principles of managing everyday risks encountered by local governments. The workshop includes an overview of potential risks and an interactive discussion of how to avoid risks through thoughtful planning and careful decision-making.
- **Who's Who in the Courthouse** (1½-3 Hour min.)
This program offers an understanding of the role county governments plays in our lives and appreciation for the depth and breadth of services that the various county Constitutional Officers provide their constituents.

Section B

Interpersonal Relationships

These programs will help local officials learn to work with others in constructive environments, during difficult times, and to effectively communicate with one another and their constituents.

- **Enhancing Personal Effectiveness through COLORS (2-4 Hour min.)**
A systemic way of understanding why and how people's personalities differ and how to effectively work with different personalities. There is a fee of \$5.00 per participant for this workshop to cover cost of copyrighted materials.
- **Team Building (2 Hour min.)**
This session provides skills that will help participants learn to work cooperatively within a courthouse, a community, or local agency. The workshop builds individual capacity through a series of activities that explore ways to overcome barriers to collaboratively work together.
- **Developing Effective Collaborations (2-4 Hour min.)**
This interactive workshop helps participants discover and adopt skills that allow different organizations to work together. This workshop explores common pitfalls to effective collaboration and provides a checklist for successful efforts.
- **Crucial Conversations (1½-3 Hour min.)**
This session will provide an overview of Crucial Conversations, a best selling book that provides insights that help you increase interpersonal communication skills to improve productivity and decision-making.
- **Conflict Management (1½ Hour min.)**
This interactive workshop provides an overview of the elements of conflict and helps participants develop techniques for resolving conflicts.
- **Communicating with Your Publics (1 Hour min.)**
Communicating effectively means you can accurately pass your idea onto your constituents and fellow officials. It is also listening accurately by making sure you understand what individuals or groups are saying to you. This program explores interpersonal and overall communication skills and planning.
- **Working with the Media: Developing a Media Plan (1 Hour min.)**
A challenge and sometimes source of frustration for county officials can be dealing with the media – print and electronic. This session explains some of the “do’s” and “don’t” of dealing with the media including “educating” reporters about issues, handling media inquiries, and getting your message across.
- **Customer Service for County Employees: Service is Key! (2-4 Hour min.)**
Your constituents are your customers! This workshop teaches techniques for providing customer service more effectively. Topics include: understanding customers and their expectations; demonstrating good customer service; verbal and nonverbal communication; telephone skills; and dealing with unhappy customers.

Section C

Leadership Skills

Community leadership requires education, innovation, and collaboration. These programs will help to enhance leadership skills to effectively work together.

- **Strategic Planning and Visioning
(6 Hour min.)**

A process to make decisions that will allow successful responses to changes in the environment. This session is co-taught with personnel from the Illinois Association of Regional Councils.

- **Balancing Time and Information
(1-3 Hour min.)**

Tips to improve time management skills both personally and professionally. This session is interactive, with opportunities to build a time management plan.

- **The Well Organized Meeting
(1-3 Hour min.)**

Meeting Management techniques and skills for effective meetings. This session will review agenda development techniques, roles of leaders and board members, and how to deal with reports and other background information.

- **Making Public Policy: Dealing with Controversial Issues
(2-4 Hour min.)**

This session will offer assistance to local officials who are facing controversial issues as they collaborate on public policy. It includes an overview of the cycle of policy development and includes a variety of techniques for managing public involvement.

- **BARNGA**

(2-4 Hour min.)

A simple game/simulation where participants learn about functioning effectively in cross-cultural groups. A simple card game simulates the experience of encountering people from other cultures and discovering that they are operating under different "rules."



“The quality of a leader is reflected in the standards they set for themselves.”

Section D

Current Issues in County Government

This section of programming provides local officials with the opportunity to enhance their knowledge and skills on issues in Illinois' ever-changing communities.

- **Data for Decision-makers: Understanding and analyzing what the numbers say about your county** (1½-3 Hour min.)

This session can be geared toward an overview of county numbers, how to access and use them appropriately or adapted to meet more advanced needs of county officials either around a specific issue or for those officials who have already attended the introductory session.

Note: A fee of \$3.00 per participant for a CD file of county data.

- **Community Surveys/Asset Mapping** (Ongoing)

Community Surveys/Asset Mapping is a long-term commitment made by both local government officials and members of your countywide community. In this session, county officials will learn about opportunities and uses for surveys and mapping in their communities to include general mapping as well as targeted surveys. Interested officials can then contact Extension to conduct surveys and mapping or to learn about additional resources, such as where to find them and how to appropriately utilize them.

- **Community Swap: See your community through others' eyes** (Ongoing)

Community Swap gives community members a chance to hear an objective assessment of the community's strengths and weaknesses. It also gives participants a chance to gather ideas from other towns with similar community development issues or opportunities. Each community uses the information to begin a planning process, identify high priority issues, align interested residents with projects, or get started on a community project.

Note: Cost for each community is \$350.

- **Tourism Development** (1-3 Hour min.)

This program will offer local officials knowledge on how to utilize their county's assets and location to develop local tourism. The program will also focus on what local officials need to be aware of as tourism grows within communities.

- **Connecting Retail Opportunities to Tourism** (2-4 Hour min.)

A one- or two-session presentation that provides tools and ideas for communities to utilize in effectively making the connection between retail and tourism both in best practices and in increasing the bottom line.

- **Living in the State of Poverty (simulation)** (3 Hour min.)

It is difficult, for those of us who have enough, to truly understand the situations that families living in poverty experience every day-the decisions they have to make, and the fears and frustrations they feel. That is why we invite you to "walk a mile in the shoes" of those facing poverty, by participating in the Community Action Poverty Simulation (CAPS). As a participant in the simulation, you will have the opportunity to assume the role of a low-income family member living on a limited budget.

Note: This session has a fee of \$250-\$500 depending on availability of volunteers to serve as staff. Minimum attendance is 40 people.

continued on next page

Section D

Current Issues *continued*

- **Rural Recreation Programs** (1-3 Hour min.)
The Illinois Rural Recreation Development Project (IRRDP) develops sustainable local recreation and leisure services through collaboration with organizations and individuals in rural communities. IRRDP has evolved into a community development project that assists communities to develop sustainable community recreation and park programs and services.
- **Making Public Policy: Dealing with Controversial Issues** (2-4 Hour min.)
This session will offer assistance to local officials who are facing controversial issues as they collaborate on public policy. It includes an overview of the cycle of policy development and includes a variety of techniques for managing public involvement.

Certified County Officials Workshops

“Let us bring the training to your county”

In response to requests from CCO participants, the partners developed a flexible training program to be offered to counties through their local Extension Unit office. Certified County Officials workshops provide an opportunity for the governing body of the county to host and structure a training program for elected officials and employees. The workshops are tailored to an individual government’s needs. Depending on the topics, the program can be designed for a half-day, one-day or two-day format conducted on site. A county may also choose to select several related topics for training sessions to be conducted in a systematic order over a period of time to address a critical training need.

Planning a workshop for your county is as easy as 1-2-3!



- 1** Review the list of potential topics and select and select those that meet your specific needs. If you plan a workshop for the entire county body, we recommend that you develop a flexible program that includes at least one topic from each section. Programs may be a half day, full day or a series over a period of time.
- 2** Contact your Extension Unit office to plan the session. The workshop planning committee will consist of the Extension Unit Leader, an Extension CED educator, and a representative of the county board. The county board must endorse the workshop. The decision of where to meet is made by the planning committee.
- 3** **Participate!** Ideally, a workshop requires the participation of the entire governing body, elected officials and department heads. Employees may participate with approval from their supervisor, but they will not qualify to receive CCO credit or designation.

To plan a CCO workshop for your county contact your local Extension Unit office.

The Illinois Association of County Board Members and Commissioners (IACBMC) and University of Illinois Extension are excited to offer your association and its members high-quality educational training. The following guidelines will help you plan and apply for CCO credit hours.

General CCO Program Guidelines

1. The CCO program is a voluntary program available to all elected county officials and certain appointed county officials in the State of Illinois.
2. County employees such as deputies and assistants may participate in the training, but are not eligible for CCO designation. Educational hours for employees will be recorded and they can be recognized for enriching their expertise in local government.
3. Eligible participants must earn a minimum of 24 hours of continuing educational programming to be designated a Certified County Official (Level I).
4. Beginning February 1, 2007 there will be a one-time enrollment fee to participate in each level of the CCO program in addition to customary registration fees associated with programs and conferences.
5. Participants have one year to complete the CCO designation if they are not re-elected to their position. They must re-enroll in the program as an elected official and start their hours again if they do not complete the program within the year.
6. County officials who obtain the CCO designation will be recognized with a certificate, lapel pin, and press release during select conferences.
7. County officials must enroll in the CCO program prior to attending a CCO certified program to receive CCO credit hours.
8. Participants must attend the entire program to receive full CCO credit hours. Attendance will be verified by University of Illinois Extension personnel.
9. Participants are not eligible to receive CCO credit for the same educational programs that are offered at different events.
10. Participants' hours will be updated on a monthly basis and can be checked by contacting the LGIEN Program Coordinator.
11. Pre-approved opportunities for CCO credit hours include:
 - LGIEN Tele-Institutes;
 - Institute for Excellence in County Governance;
 - IACBMC Conferences and Workshops;
 - IACO Conferences
12. Local CCO Workshops are also offered for county officials. See the CCO Core Curriculum.

Planning and Approval of Guidelines for CCO Credit Hours

1. Local workshop of the "core" topics and any additional credit hours are to be approved by LGIEN director and IACBMC executive director at least 30 days prior to the program.
2. CCO credit hours will be awarded on an educational contact hour basis.
3. An application for CCO credit hours (Form APP) must be submitted for at least 30 days prior to the program. Please attach a program brochure, detailed agenda, and speaker biographies to the application. Applications not completed with all the appropriate program information will not be approved.

PLEASE SUBMIT APPLICATIONS TO

**Jessica Van Tine, LGIEN Program Coordinator
234 Bevier Hall
905 South Goodwin Avenue
Urbana, Illinois 61801**

4. Topics approved for CCO credit hours must meet the following standards:
 - information is relevant to the participants;
 - it is research-based, or reflects widely recognized protocols;
 - information is current; and
 - it is presented by people recognized as expert in the field, with qualifications that reflect ability to teach others.
5. There are some programs that will not certify for CCO credit. These include, but are not limited to:
 - programs offered by vendors to promote their products or services;
 - reports from State and Federal agencies; and
 - association business meetings.
6. IACO affiliates can provide up to six hours of pre-approved CCO credit hours for their respective conferences during the calendar year (Jan. 1 to Dec. 31).
7. Costs of the program will vary depending on length of program, topics, program materials, number of participants, number of speakers facilitating, and local costs of food service (if applicable).



PLEASE SUBMIT APPLICATIONS TO
Jessica Van Tine, LGIEN Program Coordinator
234 Bevier Hall
905 South Goodwin Avenue
Urbana, Illinois 61801

Application for CCO Credit Hours

This application form is to be used by sponsors of continuing education programs to request CCO credit hours from IACBMC and the University of Illinois Extension. Please allow **at least 30 days** to process this application. This application must be completed in its entirety to be eligible for approval.

Sponsor Name _____

Address _____

City _____ State _____ Zip _____

Contact Person _____

Telephone _____ Fax _____

Email (if applicable) _____

Title of Continuing Education Program _____

Date(s) and Time(s) of Program _____

Location of Program _____

Hours requested for CCO credit _____

Target Audience _____

Expected Size of Audience _____

(complete reverse side)

Application for CCO Credit Hours *continued*

Description of Program: Must include the program objectives, summary of program content, description of instruction, detailed agenda, and documentation of facilitator/instructor qualifications.

Explain how this program relates to local government issues _____

I hereby certify that I have read the application packet and guidelines and understand the requirements. I further certify the information supplied in this application is true and accurate to the best of my knowledge.

Signature of Contact Person

Date

Did you include all of the following?

- | | |
|---|--|
| <input type="checkbox"/> Program title | <input type="checkbox"/> Biography of facilitator/instructor |
| <input type="checkbox"/> Program description | <input type="checkbox"/> Your contact information |
| <input type="checkbox"/> Detailed agenda with dates and times | <input type="checkbox"/> Your signature and date |
| <input type="checkbox"/> Location of program | |

Do not write in this box – for official use only

Credit Hours Approved _____

IACBMC Signature

Date

LGIEN Signature

Date



County officials today operate in a complex, ever-changing environment. Effective governance depends on constantly monitoring this environment and learning new ways to meet these challenges. Education is an important component to improving the capacity local officials have in making decisions about policy and delivery of constituent services.

The Certified County Officials program (CCO) was developed by the Illinois Association of County Board Members and Commissioners (IACBMC) in collaborative partnership with the University of Illinois Extension. The CCO program has received the endorsement of the Illinois Association of County Officials (IACO).

The purpose of this program is to strengthen the skills and leadership capacity of county officials. The CCO program will recognize those officials who demonstrate professionalism and dedication to enhancing their knowledge through advanced education. This career-long learning program is a powerful strategy for increasing your effectiveness in public office.

The CCO program is a voluntary program available to all elected county officials and certain appointed county officials in Illinois. The program is based on participation (not tests) and recognizes individual credits that officials accumulate. Participants who earn 24 credit hours will be awarded the designation of Certified County Official. An advanced CCO program has been established to allow officials who have achieved the basic CCO designation to obtain additional training and higher education.



Certified County Officials Program Enrollment Form

Name _____ County _____

Title _____ Years in Office _____

Address _____

City _____ State _____ Zip _____

Phone _____ E-mail _____

Signature _____ Date _____

Please complete the enrollment form and return to Jessica Van Tine, LGIEN Program Coordinator, 234 Bevier Hall, 905 S. Goodwin, Urbana, Illinois 61801 or fax 217/244-7877.

PLEASE CHECK ONE

- Auditor
- Assessor
- Coroner / ME
- County Board Member
- County Commissioner
- County Clerk
- County Executive
- County Engineer
- Circuit Court Clerk
- Recorder
- Reg. Superintendent
- Sheriff
- State's Attorney
- Treasurer
- Zoning Official

QUESTIONS? Contact Jessica Van Tine at 217/244-3735 or e-mail tinevan@uiuc.edu

Questions? Contact

Jessica Van Tine, LGIEN Program Coordinator
234 Bevier Hall
905 South Goodwin Avenue
Urbana, Illinois 61801
(217) 244-3735 • Fax (217) 244-7877
e-mail tinevan@uiuc.edu



ILLINOIS ASSOCIATION OF COUNTY BOARD MEMBERS AND COMMISSIONERS

Kelly Murray, Executive Director
413 West Monroe
Springfield, Illinois 62704
(217) 528-5331 • iacbm@msn.com
www.ilcounties.org

It is the mission of the Illinois Association of County Board Members and Commissioners (IACBMC) to enhance the stature, role and responsiveness of county government in the state of Illinois. IACBMC provides educational opportunities for elected officials and county employees through collaboration with private and public educational resources.



Jeri Marxman, Extension Specialist
539 Bevier Hall
905 South Goodwin Avenue
Urbana, Illinois 61801
(217) 244-2850 • jmarxman@uiuc.edu
www.extension.uiuc.edu

The University of Illinois Extension provides practical, research-based education and programs to help communities, businesses, individuals, and families in Illinois. The mission is to help the citizens of Illinois put knowledge to work. University of Illinois Extension Educators in community and economic development have a tradition of providing specialized training to local government leaders.