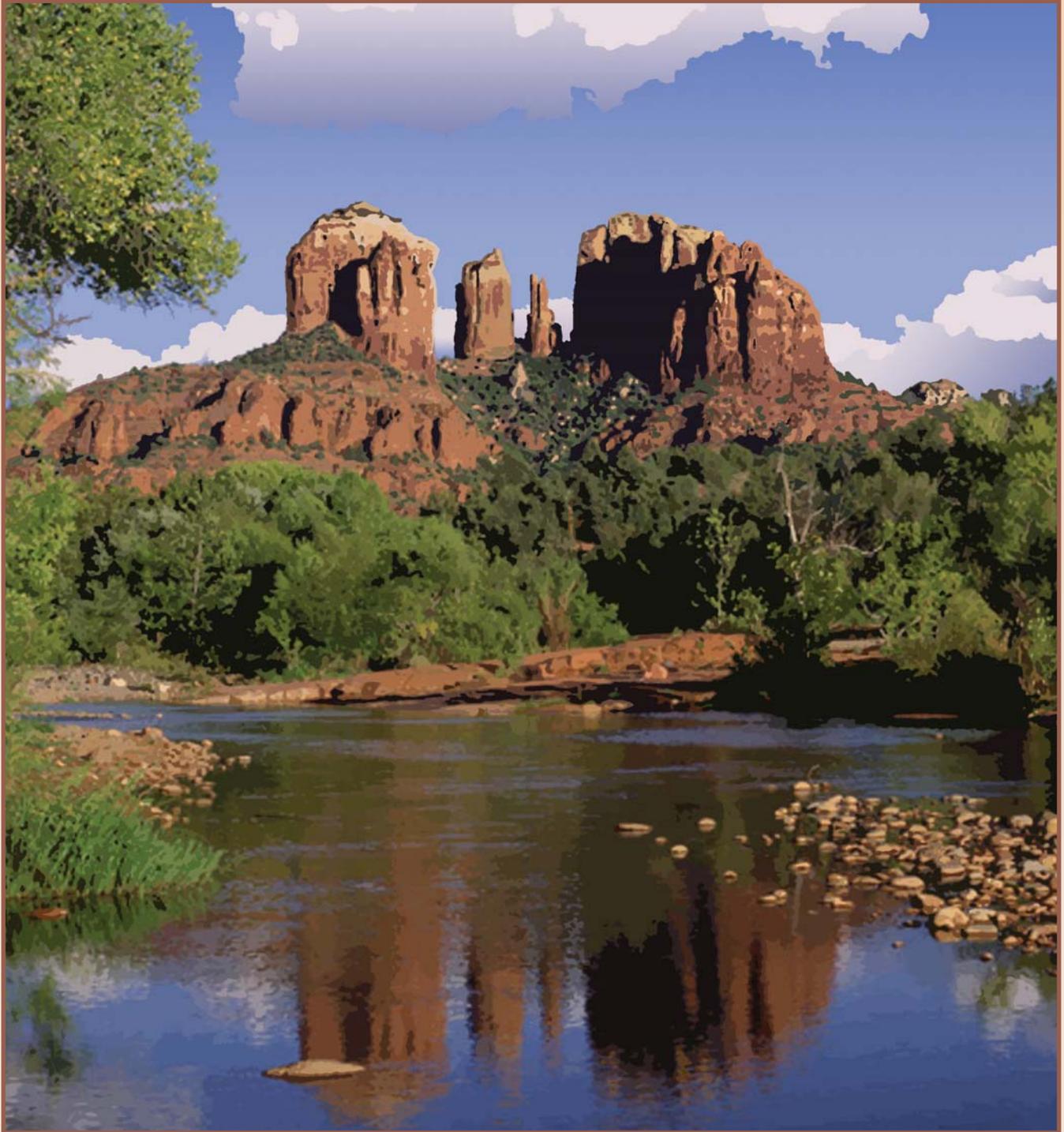


2004 ACMA Winter Conference

Enhancing the Personal Side of Our Profession



February 4-6, 2004
Hilton Sedona Resort and Spa • Sedona, Arizona



Wednesday, February 4, 2004

8:00 a.m. Registration

**8:30 a.m. ICMA University Workshop:
Managing in a Fishbowl**

Participants must pre-register and pay an additional fee for this session.

Workshop Leader: Jacqueline Reid,
Center for Interpersonal Excellence

City and county managers and their staff live and work in an environment of high visibility. Every decision is scrutinized; every sentence is dissected. Constituents project their own assumptions and emotions on issues, which may compromise the accuracy and efficacy of communication. Through experience and trial and error, seasoned managers have learned to minimize communication distortions and volatile emotions. This workshop provides managers and staff with short presentations on proactive tactics (preventing problems before they occur, diffusing strong emotions) and a fast-paced forum for capturing the expertise of their colleagues. Participants will be able to work on a specific problem from their own environment and walk away with numerous tips to apply.

ICMA Practice Groups 6 (Initiative, Risk Taking, Vision, Creativity, and Innovation) and 14 (Advocacy and Interpersonal Communication)

11:30 a.m. Lunch

Lunch will be served at the Sedona Golf Resort and is open to all conference attendees.

12:30 p.m. ACMA Golf Tournament at the Sedona Golf Resort

1:00 p.m. Guided Group Hike

Join an experienced guide from Terra Trax Adventures for an educational hike along the famous Oak Creek. During the hike you will learn about local ecology, geology, and history as well as enjoy amazing red rock views. The hike will last for two hours and is rated moderate. Participants are advised to bring a light jacket, water and snacks will be provided. Hikers will meet in the Hilton lobby. *Cost \$30 per person. Pre-registration is required. Space is limited to 30 people.*

6:30 p.m. Opening Reception

All attendees will be issued two complimentary drink tickets for this event.

Thursday, February 5, 2004

8:00 a.m. Registration

8:15 a.m. Who Wants to be an Ethical Millionaire?

Host: Jim Keene, City Manager, Tucson

Understanding the Code of Ethics can help guide your decision making process, and prevent you from inadvertently violating a tenet or guideline. What better way to learn about the Code than through a fun and interactive game show format? Come listen to Jim Keene give his best Regis Philbin impersonation, as he hosts the ethics version of the popular television show *Who Wants to Be a Millionaire*. Assisted by 3 lifelines, ACMA members will test their ethical ability as they compete for \$1 million.

ICMA Practice Group 17 (Integrity)

9:40 a.m. Managing in an Election Year

Speakers: Terry Ellis, City Manager, Peoria
Ron Jacobson, City Manager, Safford
Steve Peru, Deputy County Manager, Coconino County

One of the most unique aspects of being a local government manager is working through election cycles knowing that on election day the priorities and policy direction you have been given can completely change. In the months building up to an election, your organization may face increased scrutiny by candidates running for office, as well as the media. Given these circumstances, how do you maintain stability within your organization and ensure projects continue to move forward in an atmosphere of uncertainty? A panel of long tenured managers, representing communities of various sizes, will offer insight into managing through an election year.

ICMA Practice Groups 5 (Quality Assurance) and 8 (Democratic Advocacy and Citizen Participation)

Thursday, February 5, 2004 (cont.)

11:45 a.m. Lunch

Speakers: **Jeri Dustir**, ACMA President
Sheryl Sculley, ICMA Regional Vice President
Art Hamilton, Partner, Hamilton, Gullett, Davis & Roman, LLC

1:15 p.m. The Hidden Costs of Bad Hires

Speaker: **David Goodenough**, MS, LHMC

When you hire the *wrong person* for a leadership job you incur huge hidden costs to the organization. Therefore hiring becomes a critically important and potentially costly process. If you take the extra time to develop a really good, consistent system for hiring and evaluating staff to determine who the *right person* is for the job, you will save your organization a significant amount of money, enhance the effectiveness of your team, and reduce frustration in your roles as city managers, department heads, and supervisors.

ICMA Practice Groups 1 (Staff Effectiveness), and 12 (Human Resource Management)

4:00 p.m. Business Meeting

All ACMA members are encouraged to attend.

6:00 p.m. Reception

7:00 p.m. Recognition Banquet

Business formal attire requested.

Friday, February 6, 2004

8:00 a.m. ACMA Board Meeting

All ACMA members are welcome to attend.

9:00 a.m. Is the ICMA Voluntary Credentialing Program for You?

Speakers: **Tim Pickering**, Town Manager, Fountain Hills
Paul Wenbert, Deputy City Manager, Mesa

Since ICMA members were first able to apply for Voluntary Credentialing in 2001, it has gained a lot of momentum. There are currently more than 650 credentialed managers worldwide.

Credentialing is a valuable tool to illustrate your competency to your peers, community, and elected officials. Join two of Arizona's credentialed managers as they discuss the application process and the benefits of participating in the program. For those ACMA members not currently eligible for credentialed status, the speakers will discuss the steps you can take now to prepare to apply in the future.

ICMA Practice Group 18 (Personal Development)

10:15 a.m. Countdown to an Effective Manager Evaluation

Speakers: **Terry Ellis**, City Manager, Peoria
Lloyd Harrell, ACMA Range Rider
Cynthia Seelhammer, Town Manager, Queen Creek

Evaluating the city or county manager should be an opportunity to review the past year, set new goals, and establish or clarify expectations. This session will include practical information to improve the evaluation process for both managers and elected officials. The session will include advice on what has worked for others, as well as examples from several communities, and tools to take home.

ICMA Practice Group 2 (Policy Facilitation) and 14 (Advocacy and Interpersonal Communication)

11:45 p.m. Legislative Update Lunch

Speakers: **Lisa Atkins**, Executive Director, County Supervisors Association
Anna Maria Chavez, Director of Intergovernmental Affairs, Office of the Governor (*tentative*)
Catherine F. Connolly, Executive Director, League of Arizona Cities and Towns

2004 ACMA WINTER CONFERENCE REGISTRATION

MAIL OR FAX REGISTRATION FORM TO ACMA NO LATER THAN JANUARY 29, 2004

CANCELLATIONS

All cancellations must be received in writing by January 29, 2004.

If cancellations are not received by this date, refunds will not be made. If payment is not made prior to the conference and a cancellation has not been made, an invoice requiring payment of the total amount due will be forwarded to the registrant following the conference. Cancellations may be mailed or faxed to ACMA (Fax: 602-253-3874). **Cancellations will not be accepted by telephone.**

ICMA UNIVERSITY WORKSHOP

The fee for this session is \$75. This session is a 3 hour professional development workshop presented by ICMA University staff. ICMA University credit and ICMA University Workshop certificates will be awarded to participants. Conference registration is not required in order to register for the ICMA University Workshop.

RECREATION ACTIVITIES

ACMA Golf Tournament

The golf tournament will tee off at 12:30 p.m. on Wednesday, February 4, at the Sedona Golf Resort. Entry deadline for the golf tournament is January 29, 2004. Partners and guests are welcome to enter, however all golfers must also be registered for the conference. If you have any questions about the tournament, please contact ACMA at 602-258-5786 or info@azmanagement.org.

Guided Group Hike

The cost for this activity is \$30. Hikers will meet in the Hilton lobby at 1:00 p.m. and drive to the trailhead. Water and snacks will be provided.

HOTEL INFORMATION

Hilton Resort and Spa

90 Ridge Trail Drive

Sedona, AZ 86351

Reservation line:

1-928-284-4040 or 1-877-273-3762

Rising amidst the spectacular beauty of the magnificent Red Rock formations surrounding Sedona, the Hilton Sedona Resort & Spa offers guests the opportunity to experience one of the most uniquely beautiful sites on earth. The Hilton Sedona Resort and spa provides an array of first class resort amenities and services. The sports enthusiast can take advantage of the on-site 18 hole par 71 championship golf course, award-winning club house, fitness spa and racquet club. The resort is within minutes of shopping, hiking, mountain bike trails, and over 40 art galleries. More information can also be found at: <http://www.hiltonsedona.com>

Room reservations at the group rate of \$110 may be made by calling the Hilton Resort and Spa at 1-877-273-3762 or 1-928-284-4040. The group rate is available through January 4, 2004.

2004 ACMA WINTER CONFERENCE REGISTRATION

**Return registration to ACMA at 1820 W. Washington St., Phoenix, AZ 85007
or fax to 602-253-3874**

Name (as you would like it to appear on your badge) _____

Title _____

City/Town/County/Agency _____

Address _____

City _____ State _____ Zip _____

Phone _____ E-mail _____

I will be bringing a partner/guest Partner/Guest Name _____

I prefer a vegetarian entrée at all conference meal functions

The registration fee entitles the registrant to all conference events and meals, except the ICMA University Workshop, the ACMA golf tournament, and the guided group hike. Tickets will not be issued for meals, however registrants will be issued two drink tickets for the opening reception. Your name badge will allow you to enter all included conference functions.

Please check all that apply:

- | | | | |
|--------------------------|---|---------------|-------|
| <input type="checkbox"/> | Member Registration..... | \$295 | _____ |
| <input type="checkbox"/> | Non-member Registration..... | \$370 | _____ |
| <input type="checkbox"/> | Retired Member Registration | \$220 | _____ |
| <input type="checkbox"/> | Student Registration* | \$75 | _____ |
| <input type="checkbox"/> | Life Member Registration..... | Complimentary | |
| <input type="checkbox"/> | Partner/Guest Registration | \$75 | _____ |
| <input type="checkbox"/> | Golf Tournament | \$50 | _____ |
| <input type="checkbox"/> | Guided Group Hike | \$30 | _____ |
| <input type="checkbox"/> | Pre-conference ICMA University Workshop | \$75 | _____ |
| | Total | | _____ |

My check in the amount of \$_____ is enclosed.

Make check payable to: Arizona City/County Management Association

Golfers: If you have a foursome preference, please list the player names below.

1. _____
2. _____
3. _____
4. _____

* Student registration is available to ACMA Student Members and undergraduate and graduate students not currently working full-time in local government.

**Registration must
be returned no
later than
January 29, 2004.**