

Fundamentals of Administration (6 hours)

Management continues to be the everyday practice of doing more, doing it better and doing it with less. This course equips an individual with practical tools for good decision making within a group. This one day course breaks down decision making one step further by creating a logical format for methodically thinking through a problem. The approach - NGT or Nominal Group Technique - is easily grasped and easily duplicated. In addition we develop a method to look at work flow and connect the dots between cause and effect. Along the way, we look at ways to measure performance that is relatable to officer and employee as well as the taxpayer.

Credit Hours (6) count toward:

County Assessor Certification
County Commissioner Advanced II Certification
County Clerk Certification
County Court Clerk Certification
County Treasurer Advanced I/II Discretionary Courses

Testimonials from Participants

Things that stood out as particularly useful:

- *“That we all have the same problems”*
- *“Discussion points on effective work”*
- *“Positive attitude towards problem solving”*
- *“Budget justifications”*
- *“Learning specific problem solving skills”*
- *“How to better organize a group”*
- *“How to identify what problems really are”*

Course Outline

- I. Challenges Facing County Officers
- II. Productivity and Performance
 Constructing Usable Measures
- III. Managing Change
 Nominal Group Technique
 Fishbone Diagrams: Cause and Effect
 Work Flow Charts