



NEW

The Government Finance Officers Association in cooperation with The Public Strategies Group (PSG) is pleased to announce a series of Internet-based courses designed to help you manage government organizations facing a dynamic set of issues in fiscally challenging times.



Group Internet-Based Courses

Course Level: Introductory
No Prerequisite

IT'S EASY TO PARTICIPATE

The GFOA's Internet training is delivered to attendees via Microsoft's Live Meeting software and InterCall conference calling services.

EQUIPMENT NEEDED

- A computer with a Web browser to view the presentation.
- Touch-tone telephone with a speaker to hear the presentation.

HOW IT WORKS

- Dial-up instructions will be e-mailed to participants two to three days prior to the program date.
- View materials on secure Internet site.
- Ask questions at any time during the course.
- Interactive exercises to test your mastery of the material.
- Comprehensive PowerPoint presentation supplied for ready reference.

September 3, 2008 • The Do's and Don'ts of Performance Management 12:00 p.m. – 1:00 p.m. Eastern Standard Time • 1 CPE Credit

Performance management systems are becoming ubiquitous throughout the public sector. Yet, many managers and executives report deep dissatisfaction with how their systems work. Learn from the successes and failures of public-sector performance management pioneers. PSG's Babak Armajani will host this interactive Internet-based course and share seven keys for succeeding with your performance management system.

Babak Armajani is a founder and the Chairman of PSG. The co-author of *Breaking Through Bureaucracy*, he is among the pioneers of government reinvention. Babak has served as the Transformation Partner to the U.S. Office of Federal Student Aid, the State of Iowa, and the New York City Department of Finance, all multi-year efforts to create more customer-focused, results-driven organizations.

October 1, 2008 • Becoming a Data Detective – Cracking the Case of Better Decision Making and Culture Change 2:00 p.m. – 3:00 p.m. Eastern Standard Time • 1 CPE Credit

Decisions made in the public sector are often driven by past practices, politics, money, and organizational culture. Strategic use of data has the potential not only to improve decision making, but to be a powerful tool for invoking organizational curiosity and changing the organizational culture. This Internet-based course, hosted by PSG's Laurie Ohmann and GFRG's Chris Swanson, will explore how both performance and diagnostic data can yield these outcomes, as well as better value for citizens.

Laurie Ohmann is CEO and co-owner of PSG. She enjoys supporting courageous leaders from the top to the front lines of public-service delivery and has done so at federal, state, county, city, and school district organizations. She is currently leading engagements with the New York City Department of Finance and the New York State Office of Mental Retardation and Developmental Disabilities. Laurie previously served as the Executive Director of the Minnesota Center for Crime Victim Services, a \$43 million state agency.

Christopher J. Swanson is the founder of Government Finance Research Group (GFRG). Chris developed an innovative financial forecasting and analysis model called MuniCast®, currently used by over 20 U.S. cities. In his 20 years of government and corporate financial management experience, including senior financial and strategic planning roles at the City of Los Angeles, United Healthcare Systems, HealthNet, and The Walt Disney Company. His academic credentials include an MBA from UCLA's Anderson Graduate School of Management and a BA in Political Science from California State University, Northridge.

November 5, 2008 • Transcending the Cost of Mistrust 2:00 p.m. – 3:00 p.m. Eastern Standard Time • 1 CPE Credit

We've come to accept high levels of mistrust between government agencies and those they regulate, between elected leaders and agency administrators, and between governments and their citizens. A myriad of laws and policies have been created at all levels of government to calcify this mistrust and the cost of this mistrust is considerable. In this Internet-based course, hosted by PSG's Beverley Stein, learn how to cut the costs of mistrust by winning compliance and how to create relationships based on agreed upon results to cut red tape while maintaining accountability.

Beverly Stein is a co-owner and Senior Managing Partner at PSG. She served for eight years as the elected County Executive for Multnomah County, Oregon, overseeing 5,000 employees and a \$1 billion budget. Multnomah County received the Oregon Quality Award based on the Baldrige criteria. Beverly received *Governing Magazine's Local Official of the Year* award in 1996 in recognition of the unique cooperation between Multnomah County and the City of Portland.

December 11, 2008 Creating Radical Change in Internal Services: The Iowa Experience 2:00 p.m. – 3:00 p.m. Eastern Standard Time • 1 CPE Credit

Is it possible for government to deliver customer-focused internal services in a competitive marketplace? The answer is "yes!" In this Internet-based course, PSG's Lorraine Chang and Iowa Department of Administrative Services Director Mollie Anderson will discuss the principles behind this innovative approach to delivering internal services and how a traditional, monopolistic agency providing services inside state government was transformed into a set of lean, customer-focused enterprises, accountable for achieving financial results in a competitive business environment.

Lorraine Chang is a Senior Partner with PSG and serves clients ranging from the cities of Indianapolis and Wichita to the U.S. Department of Justice. She was also the lead consultant for PSG's transformation partnership with the U.S. Office of Federal Student Aid. In addition, Lorraine served as Associate Assistant Secretary for the Employment and Training Administration of the U.S. Department of Labor (1993-1995), with responsibility for leading that agency's reinvention initiative based on high performance organization principles, as well as the Project Coordinator for a major redesign of the State of Nebraska's Health and Human Services System. She has also been a graduate lecturer in the Department of Public Administration at the University of Nebraska at Omaha.

Mollie Anderson is the Director of the Iowa Department of Administrative Services, a \$96 million agency with 400 employees providing human resources, technology, accounting, purchasing, fleet, print, and building and grounds management. Mollie has also served as Director for the Iowa Department of Personnel, Human Resources Director for the State of Nebraska, Deputy Commissioner for the Nebraska Department of Labor, and both Executive Director and Job Training Services Manager for the Job Training of Greater Nebraska program.

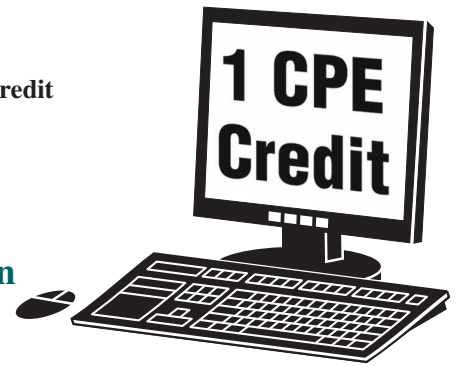
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Creating Radical Change in Internal Services: The Iowa Experience



All Registrations Must Be Prepaid

Fees must be paid in U.S. dollars by check, credit card, or purchase order.

Send payments by check to:

GFOA • 3076 Eagle Way • Chicago, IL 60678-1030.

Send payments by credit card or purchase order, mail, or fax to:

GFOA • 203 North LaSalle Street • Suite 2700
 Chicago, IL 60601-1210 • Fax: 312-977-4806.

Please photocopy this form for additional registrants.

Due to the volume of registrations received, the GFOA is unable to fax/e-mail confirmations. Confirmations will be sent via U.S. mail.

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Indicate if you are faxing this form. Fax accepted only with credit card payment or purchase orders. **DO NOT MAIL THE ORIGINAL.**

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Check box to indicate if you are substituting for an active member.

Active Member #: _____

Active Member Name: _____

Registration Fees

GFOA Member \$35/Nonmember \$50

Registration fee is per person, not per group. Early, group, and/or student registration discounts do not apply to Internet training.

SUBSTITUTIONS (government entities only): A one-for-one substitution of a nonmember for an active member is allowed. If your organization has a current GFOA member on staff who is not participating in these training seminars, a nonmember may attend in his/her place at the member rate. You must provide the member number and/or name of the GFOA member on the registration form.

CANCELLATION POLICY: No refunds will be issued. A one-for-one substitution will be accepted.

INQUIRIES: For information regarding administrative policies such as complaints and refunds, please contact the GFOA at (312) 977-9700 or at training@gfoa.org.

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<input type="checkbox"/> September 3	The Do's and Don'ts of Performance Management <input type="checkbox"/> GFOA Member: \$35 <input type="checkbox"/> Nonmember: \$50 \$ _____
<input type="checkbox"/> October 1	Becoming a Data Detective – Cracking the Case of Better Decision Making and Culture Change <input type="checkbox"/> GFOA Member: \$35 <input type="checkbox"/> Nonmember: \$50 \$ _____
<input type="checkbox"/> November 5	Transcending the Cost of Mistrust <input type="checkbox"/> GFOA Member: \$35 <input type="checkbox"/> Nonmember: \$50 \$ _____
<input type="checkbox"/> December 11	Creating Radical Change in Internal Services: The Iowa Experience <input type="checkbox"/> GFOA Member: \$35 <input type="checkbox"/> Nonmember: \$50 \$ _____
	Training Seminar Total: \$ _____