CITY SPOTLIGHT: CORNERSVILLE
Marshall County
Incorporated 1849
2013 Population: 1,194
Municipal Management Consultant
Jeff Broughton
jeff.broughton@tennessee.edu

CLASS LISTINGS & INTERACTIVE TRAINING CALENDAR
Mark your calendar! MTAS training events and conferences are listed here along with information on how to register for upcoming training events on your Solution Point account. READ

RESEARCH/INFORMATION CENTER NEW MATERIALS
MTAS's Research and Information Center is always adding new materials to its collection. See what's new for this month. READ

PAST ISSUES OF THE MUNICIPAL E-NEWSLETTER
READ

10 FILIPINO DELEGATES ATTEND RENEWABLE ENERGY CONFERENCE IN TENNESSEE
Filipino Delegates representing local governments, academia and the media joined with the Tennessee Renewable Energy and Economic Development Council (TREEDC) members in an international conference that showcased a tour of renewable energy facilities and a sharing of best practices on October 10-17. READ

MTAS DELIVERS CUSTOMER SERVICE TRAINING
Over 170 participants attended the “Customer Service for Frontline Employees” training presented by MTAS in the four locations across Tennessee. READ

CHATTANOOGA IS COMMITTED TO EMPLOYEE PROFESSIONAL DEVELOPMENT
Justin Holland believes in professional development and has a great story to tell about how he and his staff benefitted from training offered by MTAS and CTAS. READ

CLOSE THE DOOR!
The State Fire Marshal’s Office recommends that when you go to sleep at night you close the door. READ

Make plans to attend the WOMEN IN PUBLIC SERVICE symposium November 13

MTAS Online
3 new certificate programs
Administrative Professional Online Certificate
Human Resources Essentials Online Certificate
Managerial Essentials Online Certificate
10 Filipino Delegates Attend Renewable Energy Conference in Tennessee

FILIPINO DELEGATES REPRESENTING LOCAL GOVERNMENTS, academia and the media joined with the Tennessee Renewable Energy and Economic Development Council (TREEDC) members in an international conference that showcased a tour of renewable energy facilities and a sharing of best practices on October 10-17.

During the conference, Philippine and Tennessee renewable energy stakeholders developed an action plan to help each other advance renewable energy by creating more educational awareness, initiating social responsibility programs which facilitate energy efficiency, biomass with solar-related projects. The Philippine delegation consisted of the following:

- Naga City Philippines Mayor John Bongat
- Philippine Association of Extension Program Implementers, Inc President Dr. Angelica M. Baylon, Maritime Academy of Asia and the Pacific
- University of Pasig City Philippines President Dr. Amihan April Alcazar
- Attorney Richard Anthony D. Alcazar of Tan Acut Lopez and Pison Law Offices
- Technological University of the Philippines Director of International Linkages Dr. Gina Lapaz-Basa
- Philippine Electronics and Communication Institute of Technology President Romeo Zerrudo
- Philippines GNN News Network General Manager/ Central Bicol State University Fred Perdon
- PNU Vice President Rebecca C. Nueva España
- PNU Visayas Executive Director and Provost Marites C. Geronimo; and
- TREEDC International Affairs Director Douglas Jackson

The delegation was hosted by Tennessee Tech University, the University of Tennessee Institute for Public Service, Vis-Solis, PHG Energy, Wampler’s Sausage, Rhoades Car International, NORESCO, Hannah Solar, Clean Line Energy Partners and the cities of Kingston and Ducktown.
MTAS Delivers Customer Service Training

OVER 170 PARTICIPANTS ATTENDED the Customer Service for Frontline Employees training in four locations across Tennessee. Dr. P. J. Snodgrass, with the Municipal Technical Advisory Service (MTAS), presented this interactive four-hour class that provided training on techniques and skills frontline employees can use to handle the most difficult customers.

The class was a collaborative effort between MTAS and its sister agency the County Technical Assistance Service (CTAS). The participants heard how cities and counties have much the same issues when dealing with an irate customer. The class included interaction that allowed city and county employees to talk about their own experiences and share knowledge and many interesting stories. A video of customer service scenarios in a municipal setting provided excellent examples of how to handle difficult customers effectively and positively.

Classes were held in Kingsport, Knoxville, Jackson and Franklin in order to meet the needs of MTAS customers across the state. Some participants comments about what they liked most were: “The interaction and hearing other cities’ or counties’ situations and how they handle the problem” and “It was fun and I learned more about myself and how to interact with people.”

Letter to the Director

Mr. Thomas,

I just completed the CMFO program and I wanted to share with you how much I thoroughly enjoyed the program and will recommend it to other individuals within the city of Memphis. Kay Stegall and Sharee Brewer were exceptional instructors. They were always willing to go the extra mile to ensure that the class obtained a complete understanding of the information being presented. They were always willing to help and often went beyond the call of duty in providing examples of how we can incorporate various aspects of the program into our municipalities. Without the help of these two individuals, I do not think I would have been successful in completing the program. Once again, thanks for sharing your awesome employees with us.

Regards,

Catrina McCollum, CFE, CICA, Supervising Auditor, city of Memphis
Close the Door!
By MTAS Fire Management Consultant
Dennis Wolf

THE STATE FIRE MARSHAL’S OFFICE RECOMMENDS that when you go to sleep at night you close the door. A closed door can slow down the progress of a fire inside a home. The closed door is a barrier for smoke and heat and can provide precious time to enable you and your loved ones to escape the home safely and help control the fire.

Close the Door! is what State Fire Marshal Gary West is telling Tennesseans in an effort to save more lives if a fire should occur.

“A door is one of the best pieces of firefighting and lifesaving equipment,” West said. “If you leave a room that is on fire, simply closing the door behind you can be the best decision you make.”

Closing the door reduces fire growth, slows the spread of the fire inside the structure, limits damage to your home, and could possibly save lives. If you are in a home or building and a fire starts, close the doors on your way out. This will slow down the progress of the fire and could help reduce property damage.

JUSTIN HOLLAND BELIEVES IN PROFESSIONAL DEVELOPMENT and has a great story to tell about how he and his staff benefitted from training offered by MTAS and CTAS. Earlier this year, Justin contacted MTAS and requested a series of three Municipal Management Academy (MMA) programs for his staff at the city of Chattanooga Wastewater department. Eighteen staff completed all eight of the four-hour courses in MMA Level I in early October. Topics included management, understanding work styles, planning and organizing, human resource overview, performance management, workplace harassment, communication skills and motivation. All classes include group activities and focus on the participants’ own experiences in the workplace. The second group started the academy on October 15th and a third group will start in late January 2015.

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MTAS Training Opportunities

CONFERENCES

Women in Public Service Symposium
November 13, 2014
Murfreesboro

National League of Cities Congress of Cities and Exposition
November 18-23, 2014
Austin, TX

Tennessee Public Risk Management Association (TNPRIMA)
November 19-21, 2014
Nashville

For a listing of all 2014 MTAS Training Opportunities, click here for the Training Catalog.

CMFO-Purchasing, Risk Management and ERP
12/3/2014  8:30 AM  Jackson  West Tenn Research & Education Center
12/3/2014  8:30 AM  Knoxville  UT Conference Center
12/8/2014  8:30 AM  Nashville  UT - CIS Training Room
12/8/2014  8:30 AM  East Ridge  East Ridge City Hall
12/9/2014  8:30 AM  Kingsport  Kingsport Center for Higher Education

Effective Leadership Series: Developing Your Emotional Intelligence
11/11/2014  8:30 AM  Jackson  West Tenn Research & Education Center
11/12/2014  8:30 AM  Nashville  TBI Headquarters
11/19/2014  8:30 AM  Knoxville  UT Conference Center
11/25/2014  8:30 AM  Chattanooga  UT - Chattanooga

Strengths Based Leadership
12/11/2014  1:00 PM  Kingsport  Kingsport Center for Higher Education
12/12/2014  1:00 PM  Collegedale  Collegedale City Hall
12/15/2014  1:00 PM  Knoxville  UT Conference Center
12/17/2014  1:00 PM  Jackson  West Tenn Research & Education Center
12/18/2014  1:00 PM  Nashville  UT - CIS Training Room

Women in Public Service Symposium
11/13/2014  9:00 AM  Murfreesboro  Doubletree Hotel