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MTAS Delivers Customer Service Training

CIS Hosts Nuclear Suppliers for Four-Day Program

TREEDC Welcomes Guests from The Philippines

EXCHANGE

Creative, Trusted and Valued Solutions for Tennessee

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CIS Joins State Manufacturers in Bringing Awareness to the Industry

▶ Participants get a tour of L.C. King Manufacturing in Bristol.

THE CENTER FOR INDUSTRIAL SERVICES (CIS) hosted and took part in events to celebrate national Manufacturing Day in October.

Manufacturing Day addresses common misperceptions about manufacturing. It gives manufacturers an opportunity to open their doors and show, in a coordinated effort, what manufacturing is — and what it isn't. By working together during and after Manufacturing Day, manufacturers will begin to address the skilled labor shortage they face, connect with future generations, take charge of the public



(continued on Page 2) ▶▶▶

(Manufacturers continued from cover)

image of manufacturing, and ensure the ongoing prosperity of the whole industry.

CIS participated in a plant tour at A.O. Smith in Johnson City and a tour of L.C. King Manufacturing Company in Bristol. CIS also took part in a Manufacturing Career Fair and Lean Presentation in Memphis and the 2014 Regional Advanced Manufacturing Partnership (RAMP) Trade Conference and Expo in Knoxville.

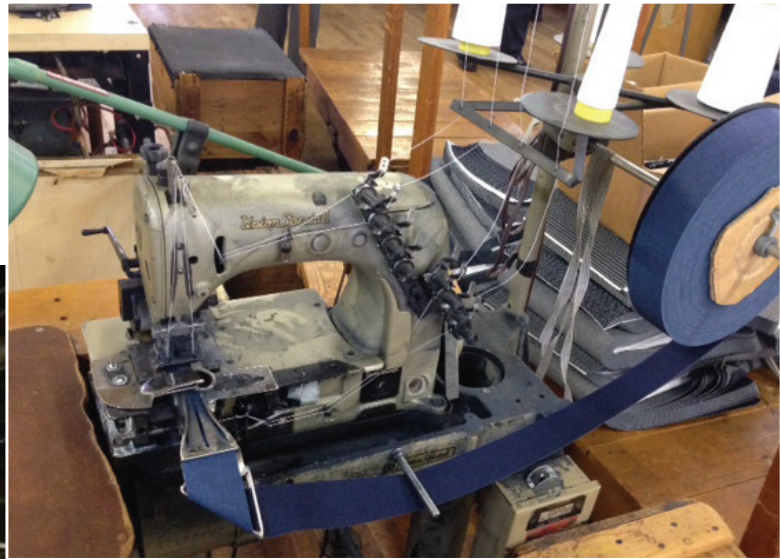
Supported by a group of industry sponsors and co-producers, Manufacturing Day is designed to amplify the voice of individual manufacturers and coordinate a collective chorus of manufacturers with common concerns and challenges. The rallying point for a growing mass movement, the day empowers manufacturers to come together to address their collective challenges so they can help their communities and future generations thrive. ✕

L.C. King manufactures work wear. ▶

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



▶ *An employee conducts a tour of L.C. King Manufacturing in Bristol.*

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 participant's 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." ✕



▲ *Participants in Kingsport interacting with the class and MTAS instructor, Dr. P.J. Snodgrass.*

CTAS Jail Consultant Presents at New Sheriffs' School

NEWLY ELECTED SHERIFFS, chief deputies and jail administrators attended week two of the New Sheriffs' School in late September.

Jim Hart, the jail management consultant with the County Technical Assistance Service (CTAS), was among the presenters at the school. Other presentations came from the Tennessee Corrections Institute, Davidson County, Hamilton County, Knox County, the Tennessee Department of Corrections, the Tennessee Sheriff's Association and the Tennessee Law Enforcement Training Academy.

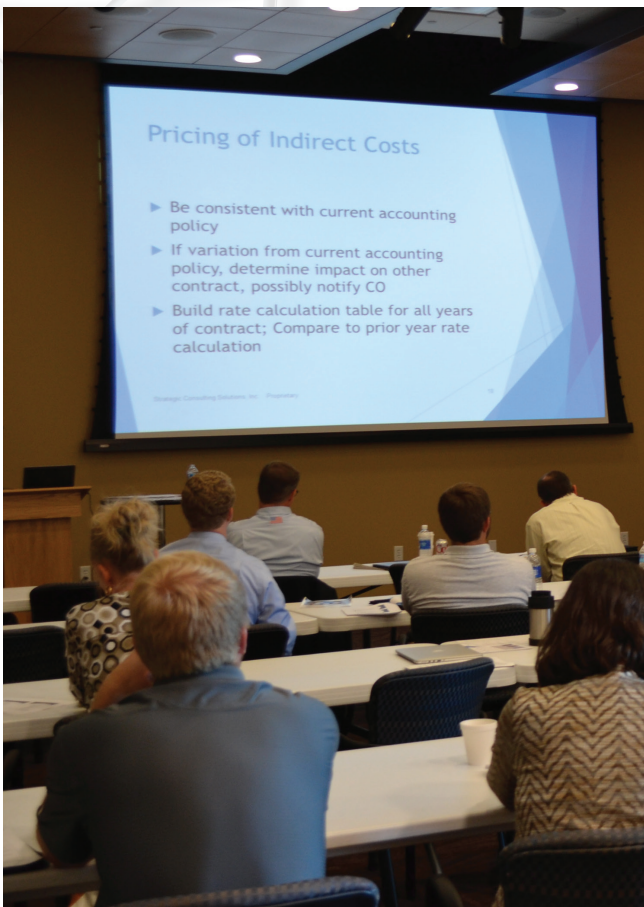
Topics included legal issues; effective jail operations; the Tennessee Corrections Institute's inspection process and jail standards; assessing jail operations; media affairs; what to do about, and how to prevent lawsuits; jail resources; and the Prison Rape Elimination Act. The participants also spent a day touring the Rutherford County Jail and Rutherford County Correctional Work Center where they were briefed by various staff members on jail security and inmate reentry programs. ✕

▼ *Attendees of the New Sheriffs' School.*



Richard Brown, of Consolidated Nuclear Security, LLC, provides an "Uranium Processing Facility Procurement Overview."

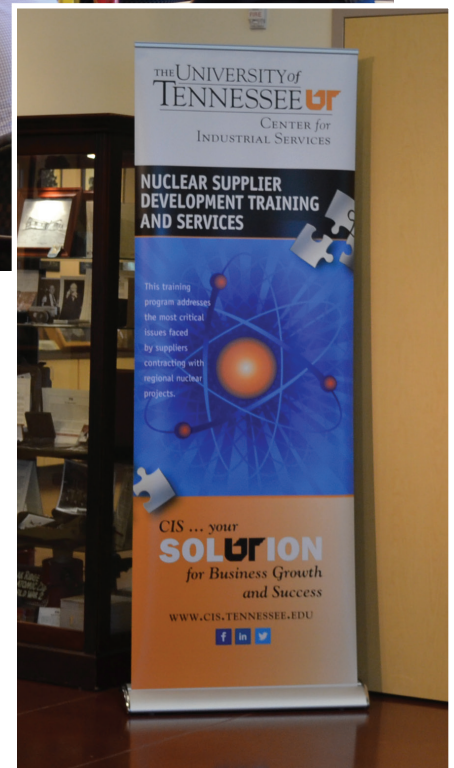
CIS Hosts Nuclear Suppliers for Four-Day Program



Laura Davis, president of Strategic Consulting Solutions, Inc. presenting on "Cost Proposal Preparation in Government Contracting."

MORE THAN 170 PEOPLE attended the Nuclear Supplier Development program hosted by the Center for Industrial Services (CIS) in conjunction with Y-12 UPF Procurement, the Tennessee Department of Economic and Community Development, The University of Tennessee and Gilmartin Engineering Works.

The four-day event kicked off with a tour of the Y-12 National Security Plant and included classes on government contracting, project management for fabricators and suppliers, government laws and regulations for U.S.-based nuclear projects and nuclear quality systems introduction. Attendees represented 43 different companies with 14 of those companies being located in Tennessee. X



MTAS Welcomes Two New Employees

THE MUNICIPAL TECHNICAL ADVISORY SERVICE has added Chris Shults and Elisha Hodge to its staff.

Shults, who will be serving as the Tennessee Municipal Benchmarking Project (TMBP) coordinator, fills the vacancy created when Sarah Young resigned earlier this year. Hodge will fill the vacant legal consultant position created when Josh Jones resigned in June.

Shults is a familiar face to MTAS staff. He worked as an intern with the benchmarking program in 2009 and 2010. He has a bachelor's degree in political science, a master's in public administration, and will be awarded a doctorate in political science in December 2014.

Hodge has served as the Open Records Counsel in the state comptroller's office for the past seven years.



Elisha Hodge



Chris Shults

"We are very fortunate to have Chris and Elisha join our team," said MTAS Executive Director Jim Thomas. "They bring extensive knowledge and experience to MTAS, and we look forward to bringing their expertise to our town and city customers." ✕

TREEDC Welcomes Guests from The Philippines

PHILIPPINE COMMUNITY AND UNIVERSITY LEADERS visited the state recently to take part in the Tennessee Renewable Energy and Economic Development Council's (TREEDC) first Renewable Energy Conference held in Cookeville.

The delegates toured various TREEDC businesses and projects from all over the state. The objectives of this visit were to generate continued goodwill and advance further outreach and business development opportunities

for The Philippines and Tennessee. The delegation discussed Philippine best practices and offered strategies to help deploy more renewable energy in Tennessee and The Philippines.



TREEDC is a statewide organization of 96 mayors who are working with businesses, the Tennessee Valley Authority, colleges,

state and federal government agencies to create a path to fast track renewable energy in Tennessee and now in other countries. The TREEDC mission is to connect renewable energy with economic development. TREEDC was formed in 2008 by the former University of Tennessee President Dr. Joe Johnson, the UT Institute for Public Service and its agency the Municipal Technical Advisory Service and four Tennessee mayors.

TREEDC has been instrumental in facilitating renewable energy development for its members through educational awareness, technical assistance and networking. TREEDC and its member Vis Solis are completing a rooftop solar project in Palawan, The Philippines. TREEDC's website address is www.treedc.us and contains all of its reports and international exchange activities geared toward helping Tennessee renewable energy businesses, communities, colleges and state and federal agencies. ✕



Third Leadership Academy Session Gets Underway

THE THIRD COHORT of the UT Institute for Public Service (IPS) Leadership Academy kicked off with a week-long session in Kingston at the end of September. The class received leadership instruction on core competencies from Jerry Strom, a speaker and trainer who has led the first week of each of the previous Leadership Academy classes. Class members also attended the fall meeting of the UT Board of Trustees on the UT Knoxville campus.

Participants in this session of the academy are: Michael Codega, Rod Kirk, Norma Wilcox and Jennifer Hagan-Dier from the Center for Industrial Services; Don Green from the Law Enforcement Innovation Center; Gail White from the IPS central office; Don Johnson, Brett Howell and Wesley Robertson from the County Technical Assistance Service; Honna Rogers and Rick Whitehead from the Municipal Technical Advisory Service; and Stefani Mundy with the Naifeh Center for Effective Leadership. *x*



THE UNIVERSITY of TENNESSEE
INSTITUTE for PUBLIC SERVICE

LEADERSHIP
ACADEMY

Jerry Strom introduces six core competencies of leadership to this class.



Brett Howell introduces himself to his classmates through his I Am poster.



Judie Martin and Michael Codega have a discussion over lunch.



kudos

To: CTAS

The COOP 2014 was a great informational program, I really learned a lot. It was nice meeting everyone that we would be working with on the issues with the everyday work of the county clerk job. I met a lot of my surrounding county clerks, and learned if you had a question you would be able to contact them for help. Job well done.

*Lisa Rigsby
Van Buren County Clerk*

To: Libby McCroskey, CTAS

It was great to talk with you! I can't thank you and Gary (Hayes) enough for your help. Your info has kept this situation from becoming a nightmare.

*Janie Myers, County Clerk
Meigs County*

calendar

CIS

- Nov. 3 16-Hour DOT, Nashville
- Nov. 5 Tennessee Managing Economic Development Organizations Course, Chattanooga
- Nov. 5 Innovation Engineering Executive Program, Smyrna
- Nov. 6 8-Hour DOT Refresher, Nashville
- Nov. 11 OSHA 501 Trainer Course in OSHA Standards for General Industry, Knoxville
- Nov. 11 Toyota Kata: A Management System for Sustaining Lean Continuous Improvement, Knoxville
- Nov. 18 16-Hour DOT, Jackson
- Nov. 20 8-Hour Site Worker Refresher (HAZWOPER), Jackson

CTAS

- Nov. 5-7 County Officials Association of Tennessee Conference, Chattanooga

LEIC

- Nov. 17-18 First Line Leadership and Supervision, Manchester

MTAS

- Nov. 5 Municipal Court Clerk Class, Cookeville
- Nov. 5 Payroll, Benefits and Pensions, Kingsport
- Nov. 5 Payroll, Benefits and Pensions, Nashville
- Nov. 5 Payroll, Benefits and Pensions, East Ridge
- Nov. 7 Municipal Court Clerk Class, Knoxville
- Nov. 7 Collections for Municipal Court, Knoxville
- Nov. 11 Developing Your Emotional Intelligence, Jackson
- Nov. 12 Developing Your Emotional Intelligence, Nashville
- Nov. 13 Women in Public Service Symposium, Murfreesboro
- Nov. 18 Developing Your Emotional Intelligence, Johnson City
- Nov. 19 Developing Your Emotional Intelligence, Knoxville
- Nov. 25 Developing Your Emotional Intelligence, Chattanooga

announcements

RECRUITMENTS

- CIS Consultant, Economic Dev. Consultant III, Solutions
- MTAS Consultant II, HR

NEW HIRES

- Lori Barton CO
- Paula Heiss CO/CIS
- Elisha Hodge MTAS
- Patrick Mills MTAS

PROMOTION

- Erin Ketelle Program Manager, DRIVE!

DEPARTURES

- Mary Jinks CO

IPS SERVICE LONGEVITY SEPTEMBER

- Doug Bodary 8 years
- Kurt Frederick 15 years
- Nancy Gibson 8 years
- Liz Gossett 2 years
- Gary Jaeckel 15 years
- Paul Jennings 5 years

IPS SERVICE LONGEVITY OCTOBER

- Frances Adams-O'Brien 15 Years
- Michelle Buckner 7 Years
- Joe Flynn 10 Years
- Mary Jinks 29 Years
- Don Johnson 8 Years
- Carolyn Keith 33 Years
- Martha Kelley 3 Years
- Terri Kinloch 10 Years
- Jill Marling 20 Years
- Mary Ann Moon 23 Years

IPS SERVICE LONGEVITY NOVEMBER

- Melissa Ashburn 13 years
- Doug Brown 8 years
- Kelley Myers 1 year
- Paul Middlebrooks 28 years
- Beth Phillips 9 years
- Bobby Phillips 18 years
- Sharon Rollins 30 years
- P J Snodgrass 5 Years
- Jim Thomas 3 years
- Bill Wiley 24 years

The **EXCHANGE** is a newsletter of
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