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The Exchange Newsletter

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EXCHANGE

Creative, Trusted and Valued Solutions for Tennessee

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Seven Candidates Earn Tennessee Certified Economic Developer Designation



THE SECOND COHORT OF TENNESSEE Certified Economic Developers was recently awarded the TCED designation by the

University of Tennessee Institute for Public Service (IPS). The new class of seven graduates was recognized during the Tennessee Economic Development Council fall conference awards banquet.

Graduates complete 91 hours of rigorous coursework in the principles and practices of economic and community development and complete a final Capstone project. The Capstone project

enables participants to contribute to the knowledge base of the profession, while also contributing to their community or organization by addressing a substantial challenge or opportunity related to economic and community development.

IPS Assistant Vice President Chuck Shoopman awarded the TCED certificates and commended the class and their sponsoring organizations: "Not only did these graduates make an investment in their personal development, those organizations made a big investment in their future and to the field of economic development."

The TCED program, administered by IPS's Center for Industrial Services, was developed to provide participants engaged in the practice of economic and community development at state, regional and local levels a broad-based knowledge of economic opportunities and trends, core competencies and the tools required to compete in today's global economy, with a focus on economic development in Tennessee.





Harriman and Athens Hold Municipal Management Academies

SINCE MARCH 2015 the city of Harriman has been working with the Municipal Technical Advisory Service (MTAS) training team to complete a Municipal Management Academy (MMA) Level 1 Training Program. Kevin Helms, Harriman city manager arranged to have the series of monthly trainings at the Harriman Police Department. Participants include staff from the Harriman Police Department, Fire Department, Parks and Recreation, Finance, Human Resources as well as participants from the Harriman Utility Board. Participants from Farragut and Oak Ridge also have actively participated.

As a prior graduate of MMA I & II, I know firsthand the quality of training available through this program,” Helms said. “Not only does this training offer excellent leadership training, it is offered at a cost that is manageable for almost any training budget.

These are just some of the reasons why the city of Harriman decided last year to set a goal of having all department heads and assistant department heads graduate the program within five years.



Municipal Employees from Farragut, Harriman and Oak Ridge participate in a tabletop exercise pertaining to communication skills.

MTAS consultants teach in the program and provide expert knowledge of the classes they teach. John Grubbs is the newest human resource consultant with MTAS and taught the classes that were human resource related. Dr. P.J. Snodgrass, MTAS training consultant, has taught the Management Overview class as well as the Understanding Your Workstyles class, which includes the DiSC instrument. The DiSC instrument tells You what style preference you use when approaching others at work. The knowledge from this enables staff to know more about their work style and also how to read others’ style and adapt to others more successfully. Dr. Macel Ely, MTAS Training Manager, spoke on the importance of leveraging good Communication Skills. Kurt Frederick, MTAS Training Consultant will teach in October a great, informative class on Motivating Your Employees.

The city of Athens has also launched an MMA for 12 of its employees. This group began training in August and has a class each Friday for eight consecutive weeks. Rita Brown, Human Resources Director for the City of Athens provided the training room and recruited the participants for the academy. ✕

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Requests for accommodation of a disability should be directed to the ADA Coordinator at the UTK Office of Human Resources, 600 Henley Street, Knoxville, TN 37996-4125.

CTAS's Ben Rodgers Attends Conference in Idaho

(TCED continued)

The 2015 TCED graduating class included Megan Farris, Upper Cumberland Development District, Cookeville; Bill Forrester, First Tennessee Development District, Johnson City; Lindsay Hiatt, Chattanooga Chamber of Commerce; Marie Lisco, city of Germantown; Mike McClanahan, town of Kingston Springs; Michelle Price, Upper Cumberland Development District, Cookeville; and Seth Sumner, city of Savannah. ✕



Rodgers

UT COUNTY TECHNICAL ASSISTANCE SERVICE County Government Consultant Ben Rodgers recently attended the Epsilon Sigma Phi Annual Conference held for extension professionals.

The conference provided Rodgers the opportunity to enhance his knowledge and skill set in providing assistance to Tennessee county mayors, county commissioners, UT agriculture extension agents and their programs. One of the sessions he attended was Keeping Extension Funded: We Can Do It with a Simple Ask.

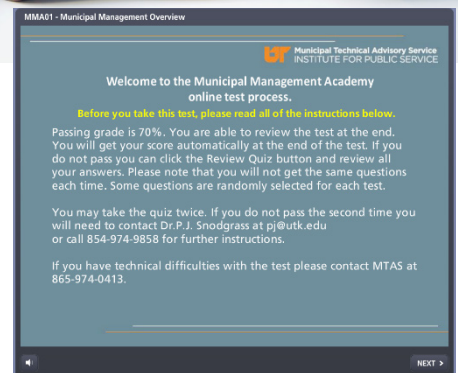
This session focused on the most effective ways to ask people to support extension. Overall, the conference will help Rodgers and the other county government consultants assist counties in Tennessee. ✕

MTAS Announces Online Test Option for the Municipal Management Academy

THE UT MUNICIPAL TECHNICAL ADVISORY SERVICE (MTAS) has launched a new option for those who participated in the Municipal Management Academy (MMA) Level I but missed one or two classes.

There is now an online test option for participants who want to test-out of up to two of the MMA Level I classes. The passing grade is 70 percent and you can use the test out option on up to two of the missed classes. The exception is the class MMA02 - Understanding Workstyles. Because that class includes completing the DiSC instrument you must attend that class in person. The other seven classes have an online test that will allow you to get credit for a class you missed and complete the MMA program.

To sign up for an online test, please contact Doug Brown at 865.974.9140 or doug.brown@tennessee.edu. If you have questions about this new option please contact either Dr. P.J. Snodgrass at 865.974.9858 or pj@utk.edu or Kurt Frederick at 615.253.6385 or kurt.frederick@tennessee.edu. ✕



In Memoriam



J. Don Johnson
Manager of Administrative
Support Staff

DON JOHNSON joined CTAS in 2006 as a financial consultant and at the time of his passing served as the CTAS manager of administration. A native of Kentucky and University of Kentucky graduate, Johnson previously served as an accountant with the Tennessee Bureau of Investigation and an audit manager with the Tennessee Emergency Commission.

...a co-worker

...a brother

...a friend

...a confidant

...most importantly,
a **GODLY, CHRISTIAN MAN**

Co-workers Reflect..

Don really loved breakfast food. He would go to Cracker Barrel on the morning of his birthday every year by himself and enjoy a nice, quiet breakfast. He also wanted to open a franchise of The Broken Egg, a brunch restaurant.

Don was my Starbucks buddy and I think of him every time I go.

Liz Gossett

Outside of Rick Hall, Don was the cheapest person on our staff. His wife even confirmed that.

Jon Walden

When I first started at CTAS, I needed to call Don's previous employer the Tennessee Emergency Communications Board about a question we had received from a county. I spent two minutes on the phone with the executive director discussing the issue I had called about and then another ten minutes listening to her tell me how lucky we were to have Don. It didn't take me long to learn how right she was. Don was kind, he was jovial, and he was everyone's friend. Don's love of two things was unquestionable: (1) his family; and (2) his Kentucky Wildcats. I knew when Don entered my office that those two subjects would undoubtedly come up before he left. As a new father, I was

continually touched by the genuine affection that was apparent in his eyes when he discussed his wife and children. As a fan of a somewhat floundering UT college basketball program, I was always jealous of his Wildcats. Don was a special person. He will be dearly missed by all that were fortunate enough to know him.

Jeff Metzger





I have lost a very good friend. Not often in life do we have an opportunity to meet an individual with so many consistent attributes. Don was funny, kind and consistent in who he was. He genuinely cared about people and would always do whatever he could to help. I could always get a smile out of him because with me what you see is what you get. I would share something with him and he would tilt his head and say, "Kim, you know better!" I would always argue my point and by the end of the conversation, he would see my side. LOL! I was able to share personal life stories with him, and he'd always give me sound advice, and most often I'd listen. Don would always encourage me as a single mom to keep being a great mom and often point out very positive things about my girls. One of the most recent things he told me about my daughter, who attends Fisk is that she is going to be a U.S. Senator one day...she fits the part. After hearing me share stories about my younger daughter, he would say, "She is just like her momma," and crack up laughing. I will certainly say, Don Johnson helped me stay grounded at work. When I'd get upset about things, he had a way of calming me down. Was I surprised? Never! Why? Because I trusted him and he was a Christian man. One of the things that I am already missing is him popping in my office on a daily basis checking on me. I miss him saying, "...you alright?" What is so special about that is that I knew that he actually meant it! One funny story that I will share occurred about three to four days prior to his going home. I walked in his office as I often did and plopped down in the chair for him to sign a contract review and approval form. As I sat there, I noticed my family picture on his book shelf from 2008. I jumped up, grabbed it and said, "You mean to tell me that you could not find a more recent picture than this; my goodness we are in 2015?" He said, "That is all I have!" I said, "really Don...really? I have sent you tons of pictures of me and the girls since then." He laughed uncontrollably! Well, the issue was it was a family picture that included my ex-husband. LOL! He told me that he liked the picture. I told him that he would still like it even when I cut the ex out. I marched to my office and made a few minor changes to the picture; took it back and put it back on his bookshelf. He turned around and inspected the picture (which now had my ex-husbands head cut out). He said while laughing, "I cannot believe you did that....yes, I can!" I then told him that I will resend him some more appropriate family photos. Well, I did not get a chance to send them, because God needed him more than we did down here. I miss my cut-up buddy terribly. I still look for him to come around the corner and I still cry. I just wished that the world had more "MIAMI'S" as I called him on occasions. Lord knows if we did, it would be a much better place to live. Revelation 14:13 And I heard a voice from heaven saying, "Write this: Blessed are the dead who die in the Lord from now on." "Blessed indeed," says the Spirit, "that they may rest from their labors, for their deeds follow them!"

Kim Clark

After Tennessee had won for the 25th straight year I gave him a quarter telling him that was commemorative of the win and in his quick wit told me that Kentucky football was just intramural and something to do in between basketball seasons.

Another was we would give him a hard time about all the Kentucky one and done basketball players and how they would continue to fund the new recruits and he would always say they would just have to sell another race horse.

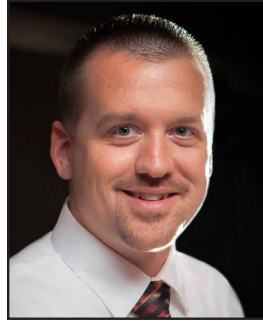
Marty Spears

Things I know made Don a great person: I never saw Don when he wasn't happy. He was always willing to laugh, have fun, and smile. Don would stop and talk to anyone, he was never the person to say "Hello" and keep walking, he was always the one to stop and check in with someone. Have a real conversation. He spoke of his children often. It was easy to hear how important his children and family were by the way that he spoke about them.

Chris Payne

LEIC's Anselment Appointed to National Committee

UT LAW ENFORCEMENT
INNOVATION CENTER
Training Consultant Dan
Anselment was recently selected



Anselment

to serve on the Crime Scene Investigation Committee for the International Association for Identification, the world's oldest and largest forensic science organization. Anselment is the past president of the Minnesota Division of the International Association for Identification, and has committed and dedicated his time to serve within this organization in an effort to further improve and advance the field of forensic science and crime scene investigations. ✕

Ketelle Earns International Economic Developer Certification

DRIVE PROGRAM MANAGER
Erin Ketelle recently attained the Certified Economic Developer (CEcD) designation from the International Economic Development Council (IEDC).



Ketelle

Ketelle joins the more than 1,100 CEcDs worldwide who passed both the written and oral portions of the exam. IEDC's certification program is the industry gold standard for excellence in the profession. ✕

IPS Administration, MTAS Moving Dates Scheduled

THE IPS ADMINISTRATION office is scheduled to move to its new location at 1610 University Avenue the week of Nov. 16. MTAS is scheduled to move the week of Nov. 30. The new address will be 1610 University Avenue, Knoxville, Tn. 37921. IPS Administration, MTAS and all employees will maintain their current telephone numbers and fax numbers.

In addition, the weeks of Oct. 25 through Nov. 13, some of the furniture and boxes will be moved to the new location. This

will include the modular furnishings, and the automated filing system from MTAS. The Office of Information Technology will also be installing computer and telephone lines during that time. It is anticipated that the Certificate of Occupancy from the State Fire Marshall will be issued on Nov. 11 and until that is issued, no one is allowed in the building. ✕

kudos

To: Warren Nevad, MTAS

I thoroughly enjoyed the trip with you to Dunlap. What a treat it was to spend time and conversation with you, Mayor Dwain Land, Ben Farmer and the staff at city hall. The city of Dunlap is upbeat. Dwain and his staff are grateful for your valuable advice. Thank you for your friendship and leadership.

Joseph E. Johnson

President Emeritus

The University of Tennessee



1610 University Avenue



MTAS COURSE LOOKS AT SELF AWARENESS, LISTENING

IN THE LAST WEEK of September MTAS offered a class on Reflective Practices in the Workplace as part of its Municipal Administration Program (MAP). Participants in Jackson, Franklin and Knoxville learned the importance of considering one's actions while thoughtfully reflecting on the reasons and assumptions that drive our behavior in the interest of improving our professional effectiveness.

Becky Smeltzer of MTAS led the four-hour class and helped the participants understand that sometimes we

are not aware of our behavior and its consequences. Individual biases in how we get our information can lead to errors in



our perception of reality. She stressed the importance of listening and being self-aware of verbal and nonverbal messages that can send the wrong signals and messages to co-workers and others we deal with in our daily lives.

“This class was very informative with a great deal of interaction” said LaFollette City Clerk Joy Ellison. “I feel like I have a better understanding of my own reflective practices and this workshop will help me make improvements where needed.” ✕

anniversaries

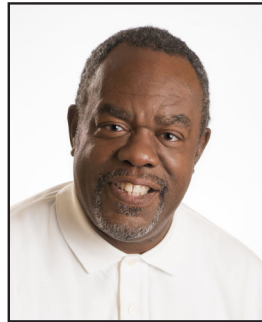
These dates reflect what is referred to in IRIS as the Current Hire Date.



Melissa Ashburn, MTAS, 14 years



Lori Barton, IPS Administration, 1 year



Paul Middlebrooks, CIS, 29 years



Patrick Mills, MTAS, 1 year



Stefani Mundy, Naifeh Center, 8 years



Kelley Myers, MTAS, 2 years



Beth Phillips, CIS, 9 years



Bobby Phillips, CTAS, 19 years



Sharon Rollins, MTAS, 31 years



Jim Thomas, MTAS, 4 years

retirements

MTAS Linda Winstead

recruitments

CIS Technology Accelerator Consultant

CIS Resource Program Manager

MTAS Municipal Court Specialist

MTAS Senior Library Assistant (parttime)

IPS Vice President



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Beginning in 2016, THE EXCHANGE will become an online only publication. If you would prefer to continue receiving a printed copy please email susan.robertson@tennessee.edu

calendar



CIS

- Nov. 3 Kaizen Facilitator, Greeneville
- Nov. 4 Kaizen Facilitator, Knoxville
- Nov. 10 Lean Office, Greeneville
- Nov. 11 Lean Office, Knoxville
- Nov. 17 Management Economic Development Organizations, Jackson
- Nov. 17 OSHA Standards for General Industry, Knoxville
- Nov. 17 8-Hour Site Worker Refresher, Knoxville
- Nov. 18 8-Hour DOT Refresher, Knoxville
- Nov. 19 16-Hour DOT, Knoxville

CTAS

- Nov. 11 County Officials Association of Tennessee (COAT) Conference, Memphis
- Nov. 19 Workplace Violence: A Strategy for Active Shooters, Knoxville
- Nov. 20 Workplace Violence: A Strategy for Active Shooters, Johnson City

LEIC

- Nov. 19-20 First-Line Leadership and Supervision, Gatlinburg
- Nov. 30-Dec.1 First-Line Leadership and Supervision, Blountville

MTAS

- Nov. 3 Municipal Management Academy (MMA) Understanding Work Styles, Mt. Juliet
- Nov. 4 Municipal Court Clerk Class 2015, Bartlett
- Nov. 5 Municipal Court Clerk Class 2015, Jackson
- Nov. 5 MMA Motivating Your Workforce, Bartlett
- Nov. 12 IT Security Warrior, Jackson
- Nov. 12 MMA Making Effective Decisions, Morristown
- Nov. 12 MMA Performance Management – Positive Discipline, Bartlett
- Nov. 12 MMA Performance Management – Positive Discipline, Bartlett
- Nov. 13 IT Security Warrior, Nashville
- Nov. 17 MMA Planning and Organizing for Results, Mt. Juliet
- Nov. 18 Certified Municipal Finance Officer (CMFO) – Risk Management and ERP, Memphis
- Nov. 18 CMFO – Purchasing, Risk Management and ERP, Collegedale
- Nov. 19 Workplace Violence: A Strategy for Active Shooters, Knoxville
- Nov. 19 Women in Public Service Symposium, Murfreesboro
- Nov. 20 Workplace Violence: A Strategy for Active Shooters, Johnson City

NAIFEH CENTER

- Nov. 9-11 Local Government Leadership Program (LGLP), Memphis