11-1-2014

Exchange November 2014

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Recommended Citation
http://trace.tennessee.edu/utk_exchange/95
CIS Joins State Manufacturers in Bringing Awareness to the Industry

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)

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

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
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.

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.

Attendees of the New Sheriffs’ School.
CIS Hosts Nuclear Suppliers for Four-Day Program

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.
**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.

“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.”

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**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.
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
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

The EXCHANGE is a newsletter of
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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

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

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

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

PROMOTION
Erin Ketelle Program Manager, DRIVE!

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

DEPARTURES
Mary Jinks CO

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