

Calgary

78th IIMC Annual Conference
May 19 - 22, 2024
Calgary, Alberta, Canada

2024 Preliminary Program





2024 IIMC ANNUAL CONFERENCE PRELIMINARY PLANNING PACKET

This Preliminary Planning Packet marks the beginning of the 2024 IIMC Annual Conference season.

Included in this packet:

- Budget template – for planning purposes only. It is not a registration form.
- Justification letter template – for planning purposes only.
- Hotel details and reservation link.
- Pre-Conference program – dates, times, and descriptions for Academies and Athenian Dialogues.
- Conference Education Tracks.

What you can do:

- Access the IIMC member portal. Visit the web page https://online.iimc.com/Public/Public/Sign_In.aspx to log in and for more instructions on this one-time set up of your credentials. If you registered for the 2023 Annual Conference, you do not need to set up new credentials, simply use the same login. If you've forgotten your password, follow the prompts to restore your login credentials. If you are not an IIMC member, please contact Janis Daudt at janis@iimc.com.
- Apply for a conference grant. The 2024 Conference Grant application period is now live. Applications are due February 12, 2024. www.iimcfoundation.com/general/page/iimc-annual-conference-grants.
- Assemble your proposal and request for travel by creating your budget and writing your justification letter using our templates. Remember, the forms included in this packet are for your planning purposes only. They do not guarantee your seat.
- Reserve your hotel room.
- Review pre-conference program options.
- Review conference education tracks and consider your preferences

Budget

IIMC has created for your use two worksheets to assist you in your conference budgeting process. **These forms are for your planning purposes only; they are not registration forms.** You may print out the worksheets from this packet or download an Excel version that will complete the calculations for you with this link: <https://bit.ly/2024IIMCConf-Budget>. (When you open the link: File>Save As>Download A Copy.)

A. Registration Fee Worksheet (first worksheet of hard copy, first tab of Excel file)

- a. Select your registration category. A full conference delegate registration package includes admission to the opening reception, opening ceremony, grab and go breakfast, concurrent education sessions/workshops, exhibit hall, general sessions, two lunches, all-conference event (with dinner), morning annual business meeting (with breakfast), annual banquet (with dinner). Conference registration categories include:
 - IIMC Member
 - IIMC Retired Member
 - IIMC Multi-Attendee (must be from same municipality)
 - IIMC Region 10 (Canada)
 - IIMC Region 11 (Outside North America)
 - Non-Member





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2024 IIMC ANNUAL CONFERENCE PRELIMINARY PLANNING PACKET (continued)

- b. If you are bringing a guest that will participate in conference activities, add a guest fee. The guest package includes admission to the opening reception, opening ceremony, grab and go breakfast, exhibit hall, general sessions, two lunches, all-conference event (with dinner), morning annual business meeting (with breakfast), annual banquet (with dinner).
 - c. Select Athenian Dialogues and Academies if you think you might be interested in these activities. **Adding these costs are for budgeting purposes only and do not guarantee you a seat.** This is not a registration form.
 - d. Total your registration costs. If you use the Excel version, your total will automatically calculate.
- B. Conference Budget Worksheet** (second worksheet of hard copy, second tab of Excel file)
- a. Complete the top boxes with your Name, Travel Dates, and estimated Total Airfare Costs.
 - b. Carry over your Total Conference Registration Fees from your Registration Fee Worksheet. If you use the Excel version, this total will automatically populate from the Registration Fee Worksheet.
 - c. Carry over your estimated Total Airfare Costs. If you use the Excel version, this total will automatically populate from the top box.
 - d. Enter projected costs for each day.
 - i. Friday, May 17, 2024 might be a travel day for you if you are traveling in early for the optional pre-conference (Athenian Dialogues or Academies).
 - ii. Saturday, May 18, 2024 might be a travel day for you if you are participating in the regular conference only.
 - iii. **Ground Transportation:** Include estimated costs in this column for each day. Common costs include rental cars, parking fees, and airport transfers home -> home airport and Calgary airport -> hotel on your outbound travel day and the reverse on your return travel day. Because Calgary is a highly walkable city, we don't anticipate that you will need to factor in taxis on conference days. However, this column does allow you to factor in those costs and/or rental cars and parking fees per your discretion.
 - iv. **Standard Lodging:** Standard hotel costs are estimated at \$160 USD plus 12% tax/night. Guest room taxes are subject to change.
 - v. **Per Diem:** The rates listed in this worksheet are the approved 2024 U.S. Department of State international travel rates. Your organization/office may use a different per diem schedule.
 - vi. **Meals included with your registration fee:**
 - Monday, May 20, 2024 (Day 2): Breakfast and Lunch
 - Tuesday, May 21, 2024 (Day 3): Lunch and Dinner
 - Wednesday, May 22, 2024 (Day 4): Breakfast and Dinner
 - vii. **Miles** (personal vehicle): If you plan on using your personal vehicle, you may use this column to estimate the number of miles you think you might drive.
 - viii. **Mileage Reimbursement:** The rate listed in this worksheet is the approved 2024 IRS rate. If you are using the hard copy of the worksheet, multiply the number of miles by \$0.655 for the U.S. dollar total. If you are using the Excel version, the amount will calculate automatically.





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2024 IIMC ANNUAL CONFERENCE PRELIMINARY PLANNING PACKET (continued)

- ix. **Misc.:** The worksheet includes a column for miscellaneous costs.
- x. **Total:** If you are using the hard copy of the worksheet, total your costs for each day (row) and total all costs in the final column. If you are using the Excel version, these totals will calculate automatically.
- xi. **TOTAL Conference Cost:** This is the total estimated cost for you to attend the conference.

Sample budget forms and additional resources are available on the IIMC 2024 Conference Housing, Planning and Logistics page: www.iimc.com/494/Housing-Planning-and-Logistics





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Registration Fee Worksheet

All prices listed are \$USD

Early Bird (until 3/15/2024)		Regular (from 3/16/2024)		Registration
IIMC Member (No discounts)	\$675	IIMC Member (No discounts)	\$725	
IIMC Retired Member	\$195	IIMC Retired Member	\$245	
IIMC Multi-Attendee (same municipality)	\$545	IIMC Multi-Attendee (same municipality)	\$595	
IIMC Region 10 (Canada)	\$310	IIMC Region 10 (Canada)	\$310	
IIMC Region 11 (Outside North America)	\$395	IIMC Region 11 (Outside North America)	\$445	
Non-Member	\$840	Non-Member	\$890	
Guest	\$265	Guest	\$315	
SATURDAY: Optional Pre-Conference Sessions				
Athenian Dialogue			\$110	
Academy (AM)			\$159	
Academy (PM)			\$159	
SUNDAY: Optional Pre-Conference Sessions				
Athenian Dialogue			\$110	
Academy (AM)			\$159	
Academy (PM)			\$159	
			TOTAL	\$0





Conference Budget Worksheet

Name

Travel Dates

Total Airfare Costs (estimated)

Date	Description	Ground Transportation (Rental Car, Taxi, rideshare, Shuttles) (Estimated)	Standard Lodging (Estimated: \$179.20 (\$160 plus 129¢/night)	Breakfast (GSA/DOS Rate: Calgary: \$20/day)	Lunch (GSA/DOS Rate: Calgary: \$33/day)	Dinner (GSA/DOS Rate: Calgary: \$53/day)	Incidentals (GSA/DOS Rate: Calgary: \$26/day)	Miles (personal vehicle) (Estimated)	Mileage Reimbursement (GIRS Rate: \$0.655/mile, Automatically calculated)	Misc	Total
	TOTAL CONFERENCE REGISTRATION FEES (Automatically transferred from registration fee worksheet)										\$ -
	TOTAL AIRFARE (Enter above, cells locked)										\$ -
5/17/2024	Travel Day: To Calgary										\$ -
5/18/2024	Travel Day or Optional pre-conference (Athenian Dialogue, Academy)										\$ -
5/19/2024	Sunday, Day 1										\$ -
5/20/2024	Monday, Day 2 (Breakfast and Lunch included)			INCLUDED	INCLUDED						\$ -
5/21/2024	Tuesday, Day 3 (Lunch and Dinner included)				INCLUDED	INCLUDED					\$ -
5/22/2024	Wednesday, Day 4 (Breakfast and Dinner included)			INCLUDED							\$ -
5/23/2024	Travel Day: From Calgary										\$ -
	TOTAL CONFERENCE COST										\$ -

Travel Day to Calgary: (5/17 if attending pre-conference, 5/18 if attending regular conference only).





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Justification Letter

IIMC has created a template that you may use to draft a justification letter to submit to your municipality. This letter template is provided for your planning purposes. You may download this Word document here:

<https://bit.ly/2024IIMCConfJust>.

- A. You will see place markers for you to include Date, Supervisor’s Name, and Your Name.
- B. In the body of the letter, you will in **bold** a place for you to include the **Total Conference Cost**.
- C. This is the total cost you calculated on the Conference Budget Worksheet.
- D. This justification letter template is only a guide, please tailor it for your specific needs.

A sample justification letter and additional resources are available on the IIMC 2024 Conference Housing, Planning and Logistics page: www.iimc.com/494/Housing-Planning-and-Logistics.

Conference Attendance Justification Letter

<<Date>>

Dear <<Supervisor’s Name>>,

I would like to attend the **78th IIMC Annual Conference** on May 19-22, 2024 in Calgary, Alberta, Canada. Attendance at this conference will enable me to attend a variety of educational sessions and give me access to a network of leading industry professionals and colleagues.

This year’s IIMC Annual Conference offers sessions specifically designed for Clerk skill-building, professional development, and enrichment. The IIMC Annual Conference is comprised of diversified programming of educational sessions focused on a wide range of topics that include Leadership, Communication, Strategic Goal-Setting, Work Wellness, Team Building, Digital Business, and more.

All of these sessions will help the Clerk’s office and our community to stay ahead of a challenging and fluctuating environment. These sessions will provide solutions to many issues that our municipality faces. The ideas, best practices, contacts, and tools I will gain from this conference will save time and money while prioritizing our municipality’s needs. I am committed to sharing knowledge and resources with my office.

With the current economic conditions, I understand we must be very conscientious of where we spend money. Therefore, I have broken down the costs for me to attend this conference. I have budgeted <<Total Conference Cost>> to attend IIMC’s conference. For a breakdown of these costs, please refer to the worksheets I have completed and included with this letter.

I believe attendance at this conference is a prudent investment in our community’s future.

Sincerely,

<<Your Name>>





Calgary

Hotel Details and Reservation Link

Calgary Marriott Downtown Hotel (host hotel)
110 9th Avenue SE, Calgary, Alberta T2G 5A6
Canada • (403) 266-7331

Delegates can make their own reservations by using this link:

Book your group rate for International Institute of Municipal Clerks 2024 IIMC Annual Conference

The Marriott is connected to the Calgary TELUS Convention Centre (where IIMC education session, events and meetings will be held) and offers unsurpassed convenience in downtown and the very best in accommodations. Guest rooms have custom duvets, 48-inch, flat screen TVs, high-speed Internet and dramatic views of the city and Rocky Mountains to the west. Find us conveniently located near many of Calgary's celebrated attractions, including Calgary Tower, historic Stephen Avenue, Calgary Zoo, Heritage Park, CORE Shopping and the Scotiabank Saddledome.



Marriott Hotel - Single/Double - \$219CND/per night – Tax is approximately 12%/

- Valet Parking Daily: \$45CND • Electric Car Charging Station
- Valet parking only at hotel - there are nearby self-parking options
- Complimentary fitness center and guestroom internet



The Fairmont Palliser (Five-minute walk to the Telus Centre)
133 9th Avenue SW, Calgary - Alberta T2P 2M3, Canada
403/262-1234

Delegates can make their own reservations by using this link

<https://book.passkey.com/go/IIMC2024>

Built in the tradition of Canada's grand railroad hotels, The Palliser is part of Calgary's history. The sandstone landmark has hosted royalty, celebrities and visiting heads of state for more than a century. Marble columns and ornate chandeliers are a few of the elegant architectural

details. Fairmont Palliser is conveniently situated in the heart of Calgary's downtown area, within easy reach of the most exciting shopping, cultural venues, and attractions like Calgary Tower and Calgary Zoo.

Fairmont Pallister Hotel – Single/\$239CND – Deluxe - \$279CND Tax is approximately 12%

- Complimentary fitness center and guestroom internet
- Valet Parking is available at the hotel's main entrance on 9th Avenue.
- Valet Rates -- Overnight: \$55
- Self-Parking -- Impark Lot with access off 10th Avenue West or East or 9th Ave. (East of hotel). Hourly rate \$8CND
- Complimentary fitness center and guestroom internet





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Advanced Academy Sessions

If you plan to participate in the pre-conference, you are encouraged to review the Athenian Dialogues and/or Advanced Academies and rank your preferences.

Advanced Academy Session #1

Speaker: **Gordon McIntosh**

Date: Saturday May 18, 2024

Time: 8:00am-12:00pm

Session: *What Does it Take? Collaborating for Results*

Facilitating shared values and strategies for enhanced team, interdepartmental, interagency, and intergovernmental collaboration. Today, service delivery is challenged by limited resources and increased client expectations. As well, some strategic issues/opportunities have no geographic or jurisdictional boundary. Public service sustainability now more than ever requires a collaborative leadership approach among governments, businesses, and non-profit organizations. Learn how to gain a triple 'A' interagency collaboration rating through good Assessment, Analysis and Action. Develop the rationale and principles to initiate collaboration agreements. Use criteria to pursue suitable joint service targets. Learn best approaches to pursue shared strategic matters. Join colleagues to apply techniques and tools to 'real time' interagency collaboration possibilities.

Advanced Academy Session #2

Speaker: **Susan Frost**

Date: Saturday May 18, 2024

Time: 8:00am-12:00pm

Session: *Mrs. Spring Fragrance Teaches Negotiating and Diversity*

Edith Maude Eaton, who writes under the pen-name, Sui Sin Far, is considered both an Asian-American and Asian-Canadian writer. In her short story, Mrs. Spring Fragrance, brings us on a journey into what it is to become an "American" as she works to not only acclimate into a new society, but to teach her peers how to "be a real American". Written in 1912, the story opens a door to understanding the process of negotiating nationalities, identity, and is rich in lessons of negotiating and

adapting. What does that take? Better yet, how is our own society interpreted by an outsider attempting to become accepted? Seeing ourselves through this double lens is food for thought in a time when we are addressing the same issues. Story is an important element in teaching and in remembering. The workshop examines navigating and negotiating cultures, a lesson that translates to customer service, management, and community interaction.

Prior reading: Mrs. Spring Fragrance — Sui Sin Far (Edith Maude Eaton) Approx. 11 pages (Text available online)

Advanced Academy Session #3

Speaker: **Rex Osborn**

Date: Saturday May 18, 2024

Time: 1:00pm-5:00pm

Title: *Ethics appear to be an Optional Item*

We preach ethics to everyone, starting with decision making for your kids and loved ones. What happens in life as we progress is that it appears that Ethics is an Optional item for success. Why on earth are we required to be ethical, who benefits. We can describe ethical behavior but it takes some thought. Describing Un-ethical behavior only takes a second. Our society from non government to big government has lost its balance. Clerks and Records are truly the balance and often the teacher of basic skills to include Ethics. Participants will first look within themselves and describe how they developed their ethical behavior, who helped them. We will then start to look at mistakes made internally and externally that just forces us to be Un-ethical. It will be about doing the right thing without compromise, and dealing with the benefits of being ethical.





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Advanced Academy Sessions (continued)

Advanced Academy Session #4

Speaker: [Chris Astrella](#)

Date: Saturday, May 18, 2024

Time: 1:00pm-5:00pm

Session: *Digital Govern*

In this thought-provoking session, Chris delves into the historical evolution of technology, critically analyzing its impact on our societal fabric. Drawing from insights revealed during the COVID-19 pandemic, he will critically assess the challenges of performing “the people’s work” in a digital age. Chris will elucidate on the transformative nature of digital government, urging participants to think critically about its implications for municipalities and the pivotal role of the municipal Clerk in this digital paradigm shift.

Advanced Academy Session #5

Speaker: [Haydee Antezana](#)

Date: Sunday, May 19, 2024

Time: 8:00am-12:00 pm

Session: *Your Network = Your Network*

You know how valuable networking is - yet you may not like it or simply don’t know how to be a rockstar networker! This Academy will cover why you don’t need to work the room to build great connections.

Discover smart ways to begin, sustain, and end conversations. Re-connect after an event is over and following up in person or online. In this insightful, interactive and FUN session your members will ...

- Identify which networking events are a valuable use of their time
Implement the “Elevator Pitch Formula” to create a unique brand statement that is authentic, current and relevant when they are asked “What do you do?”
- Discover the best icebreakers to start conversations
- Make use of the “Likeability Factor” to build long-lasting connections
- Strategically use LinkedIn to grow your network and make valuable connections.
- Discover ways to follow up and maintain long term relationships

Advanced Academy Session #6

Speaker: [Jonathan Ayala](#)

Date: Sunday, May 19, 2024

Time: 8:00am-12:00 pm

Session: *The Hidden Leader*

Disrupting the thinking Cycle Blends theoretical principles with real-life application. Introduces the fundamentals of thinking as a leader and how that impacts your trajectory. Class will conduct some practical exercises to demonstrate impact and evaluate the connections between how they interact, lead others, and make decisions. This class focuses on five major objectives: collaborating in teams, fostering critical communication skills, role assignment, and identifying the value of the interaction between different team members.

Advanced Academy Session #7

Speaker: [Jaimis Ulrich, Ed.D](#)

Date: Sunday 5/19/24

Time: 8:00am-12:00 pm

Session: *Emotional Authenticity in the Age of AI: Unlocking Your Limitless Potential*

In a world increasingly driven by digital interactions and artificial intelligence, Clerks’ uniquely human traits become their greatest assets. This workshop delves deep into the power of emotional authenticity and how it can be used as a tool to not only stand apart from machines but also to unlock the boundless potential within us. Participants will learn the importance of leveraging their inherent strengths, emotional intelligence, and authenticity to achieve a harmonious work-life balance and to become truly limitless.





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Advanced Academy Sessions (continued)

Advanced Academy Session #8

Speaker: Lee Frazier, JD, MMC, CERA

Date: Sunday, May 19, 2024

Time: 1:00pm-5:00pm

Session: *Thriving and Not Just Surviving in Political Waters: A Guide for Clerks*

Drawing from over three decades in municipal government, Lee will offer invaluable insights to both new and seasoned clerks dealing with challenging political environments. He will emphasize the significance of cultivating strong relationships with elected officials, effective stakeholder communication, and a mindful approach to politics. Frazier will also provide strategies for conflict management and navigating political disputes, all while remaining dedicated to public service. This presentation is a valuable resource for both new and struggling clerks, providing inspiration, empowerment, and practical advice for overcoming adversity.

Advanced Academy Session #9

Speaker: Michelle Ray

Date: Sunday 5/19/24

Time: 1:00pm-5:00pm

Session: *The Transformational Leader: Be Bold. Be Real. Be Ready.*

It's no secret that today's workforce craves authenticity from their leaders and preferred brands. As a leader, you want to be authentic. You know that it's an essential character trait if you want to build trusting relationships with your teams. You intuitively understand that being relatable and transparent can give you a unique competitive advantage. So, how do you make this happen? In this insightful concurrent session, I will teach you how to forge relationships with your employees that are positive and real. You'll discover how to connect meaningfully with your diverse teams by making them feel appreciated, heard, understood, and included. More importantly, you'll hone greater self-awareness to boldly step out of your comfort zone. With these new skills, you can become the transformational leader and successfully lead your workforce into the future.

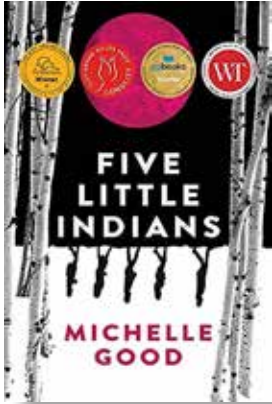




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Athenian Dialogues



“Five Little Indians”

by Michelle Good

Speaker: Anne Uecker
Date: Saturday, May 18, 2024
Time: 9:00am-4:00pm

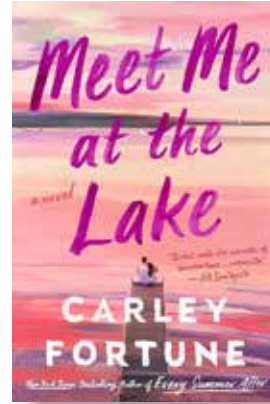
Taken from their families when they are very small and sent to a remote, church-run residential school, Kenny, Lucy, Clara, Howie and Maisie are barely out

of childhood when they are finally released after years of detention.

Alone and without any skills, support or families, the teens find their way to the seedy and foreign world of Downtown Eastside Vancouver, where they cling together, striving to find a place of safety and belonging in a world that doesn't want them. The paths of the five friends cross and crisscross over the decades as they struggle to overcome, or at least forget, the trauma they endured during their years at the Mission.

Fueled by rage and furious with God, Clara finds her way into the dangerous, highly charged world of the American Indian Movement. Maisie internalizes her pain and continually places herself in dangerous situations. Famous for his daring escapes from the school, Kenny can't stop running and moves restlessly from job to job—through fishing grounds, orchards and logging camps—trying to outrun his memories and his addiction. Lucy finds peace in motherhood and nurtures a secret compulsive disorder as she waits for Kenny to return to the life they once hoped to share together. After almost beating one of his tormentors to death, Howie serves time in prison, then tries once again to re-enter society and begin life anew.

With compassion and insight, *Five Little Indians* chronicles the desperate quest of these residential school survivors to come to terms with their past and, ultimately, find a way forward.



Meet Me at the Lake

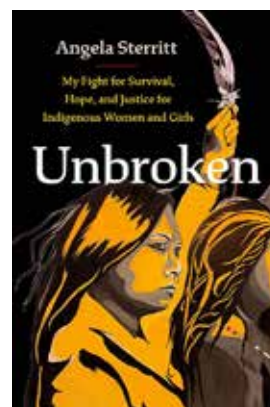
by Carley Fortune

Speaker: Janice Bates
Date: May 18, 2024
Time: 9:00am-4:00pm

Fortune's narrative prowess shines brilliantly through her adept handling of settings, infusing them with a life of their own. The lakeside resort, reminiscent

of the quaint cabins in 'Dirty Dancing,' exudes a charm that resonates deeply with readers. Equally captivating are the chapters that transport us to Toronto, where Fern and Will's enthralling day unfolds—a setting that pulsates with an alternate past brimming with significance.

What truly sets Fortune's storytelling apart is her gift for crafting characters who are authentically flawed and multifaceted. In their choices, we may not always find alignment with our own convictions, but therein lies the beauty of her portrayal, mirroring the complexity of real-life individuals. The secondary characters, meticulously fleshed out, lend weight and purpose to the narrative. A particular highlight is the touching story of Fern's mother and Peter, a tale suffused with romance, even if its plausibility may be debated.



Unbroken

by Angela Sterritt

Speaker: Mary Lynne Stratta
Date: Sunday May 19, 2024
Time: 9:00am-4:00pm

As a Gitksan teenager navigating life on the streets, Angela Sterritt wrote in her journal to help her survive and find her place in the world. Now an acclaimed

journalist, she writes for major news outlets to push for justice and to light a path for Indigenous women, girls,





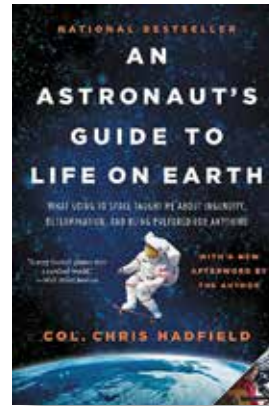
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Athenian Dialogues (continued)

and survivors. In her brilliant debut, Sterritt shares her memoir alongside investigative reporting into cases of missing and murdered Indigenous women in Canada, showing how colonialism and racism led to a society where Sterritt struggled to survive as a young person, and where the lives of Indigenous women and girls are ignored and devalued.

Growing up, Sterritt was steeped in the stories of her ancestors: grandparents who carried bentwood boxes of berries, hunted and trapped, and later fought for rights and title to that land. But as a vulnerable young woman, kicked out of the family home and living on the street, Sterritt inhabited places that, today, are infamous for being communities where women have gone missing or been murdered: Vancouver's Downtown Eastside, and, later on, Northern BC's Highway of Tears. Sterritt faced darkness: she experienced violence from partners and strangers and saw friends and community members die or go missing. But she navigated the street, group homes, and SROs to finally find her place in journalism and academic excellence at university, relying entirely on her own strength, resilience, and creativity along with the support of her ancestors and community to find her way.

"She could have been me," Sterritt acknowledges today, and her empathy for victims, survivors, and families drives her present-day investigations into the lives of missing and murdered Indigenous women. In the end, Sterritt steps into a place of power, demanding accountability from the media and the public, exposing racism, and showing that there is much work to do on the path towards understanding the truth. But most importantly, she proves that the strength and brilliance of Indigenous women is unbroken, and that together, they can build lives of joy and abundance.



An Astronaut's Guide to Life on Earth

by Chris Hadfield

Speaker: Faith Wood

Date: Sunday, May 19, 2024

Time: 9:00am-4:00pm

Colonel Chris Hadfield has spent decades training as an astronaut and has logged nearly 4000 hours in space. During this

time he has broken into a Space Station with a Swiss army knife, disposed of a live snake while piloting a plane, and been temporarily blinded while clinging to the exterior of an orbiting spacecraft. The secret to Col. Hadfield's success-and survival-is an unconventional philosophy he learned at NASA: prepare for the worst- and enjoy every moment of it.

In *An Astronaut's Guide to Life on Earth*, Col. Hadfield takes readers deep into his years of training and space exploration to show how to make the impossible possible. Through eye-opening, entertaining stories filled with the adrenaline of launch, the mesmerizing wonder of spacewalks, and the measured, calm responses mandated by crises, he explains how conventional wisdom can get in the way of achievement — and happiness. His own extraordinary education in space has taught him some counterintuitive lessons: don't visualize success, do care what others think, and always sweat the small stuff.

You might never be able to build a robot, pilot a spacecraft, make a music video or perform basic surgery in zero gravity like Col. Hadfield. But his vivid and refreshing insights will teach you how to think like an astronaut, and will change, completely, the way you view life on Earth — especially your own.





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Conference Education Tracks

IIMC encourages you to familiarize yourself with the contents of this section, so you may develop an efficient strategy when registration goes live. At that time, you will have the ability to submit all of your conference and pre-conference selections along with your payment.

You are encouraged to:

- Review the full conference education program and rank your preferences for concurrent sessions.
- Gather your conference attendee details:
 - Personal Accommodations details (if needed)
 - Dietary Restrictions (if applicable)
 - Emergency Contact name and phone number
 - Guest information – Guests must complete their own registration process.
- Determine the credit card you plan to use to submit payment and ensure you will have access to it when registration is live.

Track 1

<p>Monday, May 20, 2024 3:15 pm-4:45pm</p> <p>■ Re-building Trust Preethi Fernando</p> <hr/> <p>Tuesday, May 21, 2024 10:45am-12:15pm</p> <p>■ Let’s all Play “Follow the Speaker” Glenn Anderson</p> <hr/> <p>Tuesday, May 21, 2024 1:45pm-3:15pm</p> <p>■ Bridging Civic Literacy Gaps: Plain Language and Clear Design to the Rescue Whitney Quesenbery</p> <hr/> <p>Tuesday, May 21, 2024 3:30pm-5:00pm</p> <p>■ Ignite Your Influence and Impact Haydee Antezana</p> <hr/> <p>Wednesday, May 22, 2024 10:00am-11:30am</p> <p>■ Who Moved my Future? How to Cultivate a Change Ready Mindset Michelle Ray</p>	<p>Wednesday, May 22, 2024 12:45pm-2:15pm</p> <p>■ Beyond SMART: Using Values Based Goal Setting to Achieve Success Stephanie Smith</p> <hr/> <p>Wednesday, May 22, 2024 2:30pm-4:00pm</p> <p>■ BRAVE™ Decision Making Cindy Benning</p> <hr/> <p>Wednesday, May 22, 2024 4:15pm-5:30pm</p> <p>■ Intentional Self-Care: The Calm Before the Burnout Trish Tutton</p>
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Conference Education Tracks (continued)

Track 2

Monday, May 20, 2024

3:15 pm-4:45pm:

■ **Ignite Your Influence and Impact**

Haydee Antezana

Tuesday, May 21, 2024

10:45am-12:15pm

■ **Beyond SMART: Using Values Based Goal Setting to Achieve Success**

Stephanie Smith

Tuesday, May 21, 2024

1:45pm-3:15pm

■ **Who Moved my Future? How to Cultivate a Change Ready Mindset**

Michelle Ray

Tuesday, May 21, 2024

3:30pm-5:00pm

■ **Design Thinking for Public Hearing Improvements**

Lourdes Diaz

Wednesday, May 22, 2024

10:00am-11:30am

■ **Re-building Trust**

Preethi Fernando

Wednesday, May 22, 2024

12:45pm-2:15pm

■ **Intentional Self-Care: The Calm Before the Burnout**

Trish Tutton

Wednesday, May 22, 2024

2:30pm-4:00pm

■ **Let's all Play "Follow the Speaker"**

Glenn Anderson

Wednesday, May 22, 2024

4:15pm-5:30pm

■ **Unlocking Cognitive Potential: Empowering Municipal Clerks for Lifelong Brain Health**

Faith Wood





Conference Education Tracks (continued)

Track 3

Monday, May 20, 2024

3:15 pm-4:45pm

- **Unlocking Cognitive Potential: Empowering Municipal Clerks for Lifelong Brain Health**
Faith Wood

Tuesday, May 21, 2024

10:45am-12:15pm

- **Who Moved my Future? How to Cultivate a Change Ready Mindset**
Michelle Ray

Tuesday, May 21, 2024

1:45pm-3:15pm

- **Ignite Your Influence and Impact**
Haydee Antezana

Tuesday, May 21, 2024

3:30pm-5:00pm

- **Intentional Self-Care: The Calm Before the Burnout**
Trish Tutton

Wednesday, May 22, 2024

10:00am-11:30am

- **Equity and Inclusion in Municipal Engagement**
Aimee Newton

Wednesday, May 22, 2024

12:45pm-2:15pm

- **Bridging Civic Literacy Gaps: Plain Language and Clear Design to the Rescue**
Whitney Quesenbery

Wednesday, May 22, 2024

2:30pm-4:00pm

- **The Coffee Bean - Be the Transformer**
Anne Uecker

Wednesday, May 22, 2024

4:15pm-5:30pm

- **BRAVE™ Decision Making**
Cindy Benning





Conference Education Tracks (continued)

Track 4

Monday, May 5, 2024

3:15 pm-4:45pm

- **Who Moved my Future?
How to Cultivate a Change Ready Mindset**
Michelle Ray

Tuesday, May 21, 2024

10:45am-12:15pm

- **Bridging Civic Literacy Gaps: Plain Language and Clear Design to the Rescue**
Whitney Quesenbery

Tuesday, May 21, 2024

1:45pm-3:15pm

- **Re-building Trust**
Preethi Fernando

Tuesday, May 21, 2024

3:30pm-5:00pm

- **Unlocking Cognitive Potential:
Empowering Municipal Clerks
for Lifelong Brain Health**
Faith Wood

Wednesday, May 22, 2024

10:00am-11:30am

- **Intentional Self-Care:
The Calm Before the Burnout**
Trish Tutton

Wednesday, May 22, 2024

12:45pm-2:15pm

- **Equity and Inclusion in
Municipal Engagement**
Aimee Newton

Wednesday, May 22, 2024

2:30pm-4:00pm

- **Design Thinking for Public
Hearing Improvements**
Lourdes Diaz

Wednesday, May 22, 2024

4:15pm-5:30pm

- **The Coffee Bean - Be the Transformer**
Anne Uecker





Conference Education Tracks (continued)

Track 5

Monday, May 20, 2024 3:15 pm-4:45pm

- **Let's all Play "Follow the Speaker"**
Glenn Anderson

Tuesday, May 21, 2024 10:45am-12:15pm

- **The Coffee Bean - Be the Transformer**
Anne Uecker

Tuesday, May 21, 2024 1:45pm-3:15pm

- **BRAVE™ Decision Making**
Cindy Benning

Tuesday, May 21, 2024 3:30pm-5:00pm

- **Beyond SMART: Using Values Based Goal Setting to Achieve Success**
Stephanie Smith

Wednesday, May 22, 2024 10:00am-11:30am

- **Ignite Your Influence and Impact**
Haydee Antezana

Wednesday, May 22, 2024 12:45pm-2:15pm

- **Design Thinking for Public Hearing Improvements**
Lourdes Diaz

Wednesday, May 22, 2024 2:30pm-4:00pm

- **Equity and Inclusion in Municipal Engagement**
Aimee Newton

Wednesday, May 22, 2024 4:15pm-5:30pm

- **Bridging Civic Literacy Gaps: Plain Language and Clear Design to the Rescue**
Whitney Quesenbery

