

**2022 ISAC Annual Conference**  
**Wednesday, August 24**  
**ISAC Educational Seminars**

All educational seminars can be attended by any conference attendee at any time.

Planning, Partnerships, Engagement, and Civility Track– all day  
Leadership and Retention through Effective Communication Track – all day  
ICIT Track – all day  
Downtown Des Moines Mobile Tour – afternoon only

**Planning, Partnerships, Engagement, and Civility Track**  
**9:00 am – 2:30 pm**  
**Meeting Room 307-310**

**9:00 – 11:30 – Capital Improvements Planning & City/County Partnerships**

This workshop will be a two part presentation with the first part focused on the preparation of capital improvements plans (CIP) and the second part on different ways to partner with the cities in your county. The CIP portion will review the reasons why your county might want to prepare a CIP for all departments and a step by step process on how to prepare a CIP. The second portion will be a review of possible areas of common interest with the city governments in your county and how to put together joint efforts or agreements that will hopefully benefit all entities and the taxpayers in your county for such things as economic development groups, solid waste programs, fire protection, road construction, employee training, etc.

**12:30 – 2:30 – Citizen Engagement and Civility in the Workplace**

This workshop will have two areas of concentration – citizen engagement and the need for civility in government. The citizen engagement section will be an overview of what your county could do to keep your residents informed about county projects and events and what might also be done to obtain their thoughts and suggestions. The second part of this session will be a discussion regarding the impact that a lack of civility and respectful dialogue could have on county operations. It will also provide suggestions on what can be done to maintain a civil environment in turbulent times with such things as a code of conduct. Participants will be asked to share their stories and to offer their advice on these two important topics in what should be a lively discussion.

**Leadership and Retention through Effective Communication Track**  
**9:00 am – 2:30 pm**  
**Meeting Room 312 – 314**

**9:00 – 10:15 – No One Communicates Around Here!**

We've all heard how important communication is but we don't always practice it. Being an effective communicator can dramatically increase your success as an individual and as a leader. Session highlights include:

- Why good communication is so important, why we don't practice it and how to make it a habit.
- How to clearly and concisely communicate to be heard.
- Communication runs both ways. How to be a good listener for life!

### **Break – 10:15 – 10:30**

### **10:30 – 11:30 – Retention – What does Communication have to do with retention and how to retain and recruit top talent.**

During the Great Resignation and employee shortages, you need to bring your A game to attract and retain top talent. In this section of the training, learn what you need to do to develop your A game to attract the right candidates and retain your top employees.

#### Learning Objectives:

- Give your employees L.O.V.E. so they never want to leave.
- Discover how to market to attract top job applicants for the county sector.
- Learn how to Interview for culture fit.
- Understand what your top performers want from you for them to stay.
- Learn what you need as a manager for your employees to thrive.

### **12:30 – 2:30 – Emotional Intelligence – It's Effective Leaders Superpower!**

According to research Emotional Intelligence (EQ), the ability to identify and manage one's own emotions, as well as the emotions of others, is twice as important as IQ.

#### Session highlights include:

- EQ case study review. A strong case for the need to have high EQ.
- Why EQ is so important to individual and organizational success
- How to develop EQ skills for the betterment of your career and the betterment of the department.

### **ICIT Track**

**9:00 am – 2:30 pm**

**Meeting Room 302-304**

### **9:00 am – 11:30 am – What Not to Ransomware: Cybersecurity Advice for YOUR County**

Are you experiencing sleeplessness, headaches, or irritable boss syndrome? Do ransomware headlines have you seriously considering tinfoil apparel? It really is possible to make the most of technology while avoiding the perils that come with it. In this workshop we'll talk about the trade-offs inherent in security, how to make smart choices, and resources you can use to cure your cyber stress symptoms. We'll even show you how a real attacker does reconnaissance when hunting their prey (you) and offer individualized micro-assessments on a first come, first served basis!

We're ICIT. We're from the government, and we're here to help. Iowa Counties IT, ISAC's IT affiliate, provides support, training, and networking opportunities to help Iowa counties fulfill

their information technology (IT) and geographic information systems (GIS) needs. We'll tell you about ICIT, ISAC, OCIO, and lots of other acronym-loving organizations that offer free or low cost services you can use to protect your county, your employees, and your citizens. Join us!

**12:30 pm – 2:30 pm – Individualized Micro-Assessments (first come, first served basis)**

### **Downtown Des Moines Mobile Tour**

**12:30 pm – 2:30 pm**

#### **Off-Site**

Catch what you've been missing on this downtown Des Moines walking tour (an optional shuttle will be provided for those who prefer or are unable to walk). Attendees of this guided, educational tour will visit the following seven sites that bring economic development and enjoyment to the visitors and residents of Downtown Des Moines.

1. Lauridsen Skatepark
2. Des Moines River
3. Brenton Skating Plaza
4. Raygun
5. Iowa State Capitol
6. State Historical Building