

# 2017 ICMA Coaching Program

*Thrive in local government!*



## UPCOMING FREE WEBINARS

➤ **ATTRACTING AND RETAINING A DYNAMIC WORKFORCE**

Wednesday, March 29  
10:00 – 11:30 a.m. PT

➤ **BEING A GREAT COACH AND A WINNING PLAYER IN YOUR ORGANIZATION**

Wednesday, April 19  
11:00 a.m. – 12:30 p.m. PT

➤ **BEST PRACTICES IN CITIZEN/CUSTOMER SERVICE**

Thursday, May 11  
10:00 – 11:30 a.m. PT

➤ **EFFECTIVE COMMUNICATION OF COMPLEX ISSUES TO THE PUBLIC**

Thursday, September 7  
9:00 – 10:30 a.m. PT

➤ **STRATEGIES FOR HAVING DIFFICULT CONVERSATIONS**

Wednesday, October 11  
10:00 – 11:30 a.m. PT

➤ **TOOLS TO RESOLVE TOUGH ISSUES IN YOUR COMMUNITY**

Thursday, November 9  
10:00 – 11:30 a.m. PT

Register now at:

[icma.org/coachingwebinars](http://icma.org/coachingwebinars)

Platinum sponsor:



**ICMA**

Cal-**ICMA**  
California Consortium  
A State Affiliate of ICMA

ICMA also offers these complimentary resource for local government staff looking to develop, advance, and do great things for their communities!

- **Six live webinars annually with digital archives**
- **One-to-one coaching resources to provide personalized support**
- **Monthly Career Compass advice column**
- **Live speed coaching events, career stories, and more.**

These resources are made possible by a generous sponsorship from our platinum sponsor, ICMA-RC. ICMA would also like to thank our major sponsors, ICMA members and Cal-ICMA, and our 2017 State Association partners!

Learn more at [icma.org/coaching](http://icma.org/coaching)