



**CENTRAL CALIFORNIA DIVISION**

WHAT: Meeting Notice

WHEN: Thursday, May 31, 2007  
9:00 a.m. – Executive Board Meeting  
10:00 a.m. to 1:00 p.m. – Program (see attached flyer)  
1:00 p.m. – General Membership Meeting/Lunch

EDUCATION CREDITS: .5 CMC/MMC points or 3 Hours Recertification (pending IIMC approval)

COST: \$30.00 – Includes lunch & program

WHERE: Miller & Lux Building  
830 – 6<sup>th</sup> Street  
Los Banos, CA 93635

LUNCH: Baked lasagna, green salad and garlic bread  
Assorted sodas, bottled water

DIRECTIONS: Please call JANA SOUSA at (209) 827-7000 ext. 124

RSVP: No later than **Friday, May 25, 2007**  
Attn Los Banos City Clerk's Office  
(209) 827-7010 FAX  
(209) 827-7000 ext. 124

\_\_\_\_\_ I will \_\_\_\_\_ will not attend the meeting  
LAST DAY TO CANCEL & RECEIVE REFUND  
FRIDAY MAY 25, 2007

\_\_\_\_\_  
Name City

\_\_\_\_\_  
Name City

**PLEASE DON'T FORGET TO BRING A GIFT  
FOR OUR EDUCATION FUND RAFFLE,  
IT'S FUN & SERVES A GREAT PURPOSE!**

## WORKPLACE CONFLICT

### What is it costing your organization and how to resolve it

**Overview:** Nearly 60% of all voluntary resignations stem from unresolved conflict. With the imminent pinch on the local government workforce, organizations can no longer afford to lose people for such resolvable issues. This course based on the work of Dr. Daniel Dana (the "Conflict Doctor") and the Mediation Training Institute will:

- Identify costs associated with unresolved conflict;
- Provide a base knowledge for dealing with conflict;
- Weave conflict resolution into your organization strategy; and
- Train you in how to employ "**self-mediation**" techniques

### JOANN TILTON, MMC

Joann Tilton, City Clerk of Manteca began her career in local government with the City of Manteca in 1981. In 1984 she was appointed to fill the unexpired term of the City Clerk and has served as the City Clerk since that time. Ms. Tilton is a 1993 graduate of Continuing Education for Public Officials (CEPO), participating in an Advanced Year of CEPO in 1997. She earned the Certified Municipal Clerk designation in 1994 and achieved Master Municipal Clerk status in November 2005.

She is also a graduate of the Training of Trainers Program through CEPO. Ms. Tilton is a certified trainer in workplace conflict resolution and self-mediation. Joann has worked with and trained City Clerks in Washington, Oregon, Alaska and throughout California to further their education and professional development. She is a speaker at the annual Women's Conference in her hometown on topics ranging from personal wellness to self-mediation.

Ms. Tilton represents the Central Division of the League of California Cities (LOCC) on the Administrative Services Policy Committee and currently is the Professional Development Director of the City Clerks Association of California (CCAC). Ms. Tilton has also served as the CCAC and League of California Cities City Clerk's Department President, 1<sup>st</sup> Vice President, 2<sup>nd</sup> Vice President, and the Professional Development Representative for the Central Division of CCAC.

Ms. Tilton is the recipient of the coveted 2007 CCAC City Clerk of the Year Award.

In her spare time, Ms. Tilton is a Certified Aerobic Instructor and Personal Trainer. In 2004 Ms. Tilton trained for and completed her first marathon for the Leukemia and Lymphoma Society's Team in Training, and recently completed her fourth marathon in December 2006.