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101   Basic Election Law

1) Identify key elements of Florida election law.
2) Recognize vital issues associated with HAVA.
3) Analyze "what if?" scenarios on conducting elections.
4) Review essential resources on Florida and federal election laws.

102   Voter Registration

1) Analyze the impact of voter registration history on current procedures.
2) Identify legal requirements for election offices and 3PVRO.
3) Discuss key updates in the voter registration system.
4) Problem-solve potential dilemmas dealing with voter registration.

103   Voting Systems

1) Identify key terms and definitions associated with Florida voting systems.
2) Distinguish between voting system software and tabulator firmware.
3) Identify various voting systems used in Florida.
4) Recognize the major components of configuration management.

104   Fundamentals of Customer Service

1) Identify key moments of truth for the customer within the election experience.
2) Recognize the importance of non-verbal communication and body language.
3) Develop effective strategies for gaining confidence and compliance from the customer.
4) Practice effective telephone etiquette.

105   Ethics & Liability

1) Recognize six key concepts of ethical behavior in public service.
2) Evaluate scenarios involving hypothetical issues in the workplace.
3) Identify and explain relevant state disclosure forms.
4) Assess personal character and responsibility.
5) Analyze warning signs of potential ethical compromises.

Note: This class meets the statutory requirement for elected officials.

106 Vote-by-Mail

1) Review the history and development of vote-by-mail in the U.S. and Florida.
2) Analyze local and statewide vote-by-mail trends.
3) Evaluate vote-by-mail legal and procedural requirements.
4) Share best practices in the administration of vote-by-mail.

107 Polling Place Management & Facilities

1) Analyze the selection and evaluation of polling places.
2) Evaluate the process to determine equipment allocation.
3) Share best practices in managing campaigning at the polling places.
4) Practice resolving polling place challenges.

108 Budget Development

1) Identify various steps associated with a county budget process.
2) Develop a sample core operating budget.
3) Develop a sample elections office budget.
4) Discuss and evaluate the formal and informal procedures for county and elections budget development.

109 Human Resource Management: Laws & Hiring

1) Identify key employment laws relating to elections offices.
2) Practice effective interviewing techniques.
3) Create an action plan for enhancing employee on-boarding.
4) Evaluate various approaches for handling "problem" employees.
5) Recognize guidelines for adherence to EEO statutes.

110 Human Resource Management: Development & Separation

1) Evaluate common employee appraisal and development methods.
2) Demonstrate conducting an effective employee appraisal.
3) Identify key components in successfully coaching employees.
4) Develop a draft of an employee incentive plan for workplace use.
5) Discuss the dos and don'ts in terminating an employee.

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111   Information Technology

1) Identify key terms and definitions associated with technology.
2) Explain how critical systems operate.
3) Develop a technology security plan.
4) Share best practices in elections information technology.

112   Professional Communication Skills

1) Practice effective communication skills to facilitate constructive office relationships and team productivity.
2) Develop listening skills to process and respond to diverse information.
3) Assess and discuss strengths and developmental needs in communication.
4) Develop individual action plan for enhancing communication skills.

113   Effective Meeting Management

1) Identify effective meeting management and facilitation practices.
2) Practice using parliamentary procedure and Robert's Rules of Order.
3) Draft an action plan for integrating meeting management skills.

114   Canvassing Board Process

1) Identify and dramatize common canvassing board practices.
2) Recognize relevant duties of the canvassing board.
3) Classify relevant canvassing board court decisions.
4) Evaluate canvassing board issues associated with the public and the media.

115   Post-Election Ballot Management: Audits & Recounts

1) Identify legal requirements for audit and recounts.
2) Identify security and prior planning needs.
3) Distinguish between a machine recount and a manual recount.
4) Distinguish between various methods of post election audits.

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116   Candidate Qualifying

1) Identify applicable administrative rules for candidate qualifying.
2) Recognize the steps involved in the qualifying process.
3) Participate in a case study of petition requirements.
4) Evaluate current court cases relating to candidate qualifying.

117   Voter Outreach & Education

1) Identify best practices in community and student engagement.
2) Share ways to maximize outreach activities through volunteers and partners.
3) Develop a plan to meet community needs and statutory requirements.
4) Evaluate effectiveness of education and outreach programs.

118   Election Worker Management

1) Evaluate strategies for locating and hiring election workers.
2) Examine various election worker training materials and equipment.
3) Recognize best practices for serving voters with diverse needs.
4) Identify and discuss common election issues facing election workers.
5) Share election worker evaluation and retention practices.

119   Public Records Management

1) Identify key terms and definitions relating to records retention.
2) Demonstrate knowledge about public records through a case study.
3) Identify legal requirements involving privacy and the public's right to know.
4) Share best practices and create an action plan for records management.

120   Continuity of Operations

1) Identify key facilities essential for elections.
2) Develop a list of critical staff and tasks necessary to carry out an election.
3) Analyze "what if?" scenarios on conducting elections, such as hurricanes.
4) Discuss and create a Continuity of Operations Plan (COOP).

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121   Media Relations

1) Evaluate examples dealing with positive and negative media coverage.
2) Identify key elements of an effective press release/media message.
3) Identify target audiences and effective communication channels.
4) Develop a communications plan for the elections office.

122   Conflict Resolution

1) Identify main components of organizational conflict.
2) Assess personal conflict resolution style.
3) Examine participatory decision-making and when to use various options.
4) Practice effective skills for resolving conflict/negotiation in role-play scenario.
5) Create an action plan for dealing with conflict situations.

123   Performance Management & Coaching

1) Identify the steps to performance management.
2) Recognize the five roles of coaching.
3) Distinguish between mentoring, coaching and counseling.
4) List and evaluate a variety of ways to motivate others.
5) Practice a coaching/feedback session.

124   Developing & Maintaining an Effective Team

1) Identify the differences between a work-group and a team.
2) Explore how generational experiences impact workplace relationships.
3) Gain understanding of the characteristics of a high performance team.
4) Practice developing and maintaining a team in a role-play scenario.
5) Create an action plan to promote teamwork within your department.

125   Stress & Time Management

1) Recognize the physical and emotional damage caused by stress.
2) Identify characteristics of stress triggers.
3) Evaluate effective time management skills.
4) Create an action plan to manage stress and improve time management.

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126   Managing Change

1) Recognize how and why people resist change.
2) Identify strategies for accepting change.
3) Explore the connection between accepting change and optimistic thinking.
4) Develop skills to promote positive change in the workplace.

127   Making Powerful Presentations

1) Identify key elements of the communication process.
2) Demonstrate proficiency in developing an effective presentation.
3) Evaluate strategies for personal stress reduction as a speaker.
4) Analyze techniques for increasing effectiveness and impact of presentations.
5) Create and deliver a 3-minute presentation.

128   Fundamentals of Leadership

1) Distinguish between leadership and management.
2) Assess personal leadership characteristics.
3) Consider the impact of personal ethics in the leadership role.
4) Assess personal delegation style and strategies.
5) Create action plan for mentoring and building leaders.

129   Systems Thinking

1) Recognize elements of systems thinking and their impact on decisions and behaviors.
2) Identify the system structures behind problems.
3) Evaluate mental models and their overall affect on the system.
4) Create a plan to implement changes in the system.

130   Creativity & Innovative Thinking

1) Recognize elements of creative/innovative thinking.
2) Assess brain dominance and preference.
3) Identify a workplace opportunity for problem solving in six steps.
4) Practice strategies for idea generation.
5) Share strategies for fostering creativity and innovative thinking.