



COURSE #	TITLE	DESCRIPTIONS	HOURS/CEU'S
12959	Creating Great Code Enforcement Officers	In many small municipalities, there is no formal code enforcement officer/inspector training. Many places cannot afford to have an internal trainer or to send all aspiring officers, inspectors or managers to external training. Some people thrive when thrown into a new position; others might tread water frantically, while still other flounder about badly. How does one develop basic enforcement officer skills without any formal training? This course is designed to bridge the divide and create great code enforcement officers with basic project management tips and developing process driven work flows.	3.0/0.30
12960	Signage and Right-of-Way Encroachments	Right-of-way encroachments come in many forms including signs, trailers, landscaping, vehicles, drainage structures, and more. In addition, adjoining property owners often do not realize where their property ends and where public property begins. Regardless of the types of ordinances, cities and counties may adopt to regulate public rights-of-way; local governments have liability for what goes on in these areas. Consequently, local code officials must deal with encroachments uniformly and fairly but do so in a manner that complies with current statutes and case law, as well as what makes the most political sense. The course will focus on how to treat these issues fairly, uniformly, and in a manner that complies with current statutes and case law.	4.0 /0.40
12961	Protecting Complainant Confidentiality	Confidentiality or nondisclosure is an arrangement by two or more parties in which some or all the parties agree that certain types of information that pass from one party to the other will remain confidential. In municipal government, such arrangements attempt to protect complainants from retribution when there are potential sensitive issues at hand. This session is designed to discuss techniques and theories on confidentiality, and how to work towards an environment of non- disclosure.	3.0/0.30



COURSE #	TITLE	DESCRIPTIONS	HOURS/CEU'S
12962	Vacancy, Blight and Local Governments	Most municipalities confronted with high rates of vacancy and blight are struggling. Recently, more government officials, community leaders and neighborhood organizations have seen the light in terms of understanding the severity of the crisis. The amount of vacant property in some communities is impossible to ignore. This session is designed to discuss solutions that local governments can take to address these issues.	6.0/0.60
12963	Courtroom Procedures for Code Officers and Inspectors	This class introduces and reinforces guidelines for code officers while appearing in front of Enforcement Boards, or Judges. Some officers may be unfamiliar with or new to testifying, so these guidelines are intended to acquaint officers with issues of procedure, evidence, and testimony notwithstanding the fact that it may vary from county to county or from judge to judge.	6.0/0.60
12964	Back to Basics Code Enforcement Strategic Planning	During this session, participants will explore the suggestion that code officers have become too concerned with complicated details or new theories; and that they should concentrate on simple, important ideas or activities associated with code enforcement and compliance. How does one develop basic enforcement officer skills? This course is designed to bridge the divide and concentrate on core principles with basic project management tips and developing process driven work flows.	3.0/0.30
13153	The Apartment Inspection Program/ Code Enforcement Sweeps	Resistance to multifamily rental housing is a growing phenomenon in communities around the country. Community opposition to these development projects runs smack up against powerful demographic trends. Population growth in the U.S. continues at a high level – certainly in comparison with other developed countries – and will require considerable new residential construction. This session is designed to ensure compliance with all the codes and ordinances of the municipality and protect the health, safety and welfare of the citizens. The course will focus on the tools used to obtain compliance, and the outcome of a strategic effort to address issues associated with multifamily dwellings.	3.0/0.30



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13154	Legal Aspects of Code Administration	This session will provide an understanding of the legal foundation upon which code enforcement rests. Participants will learn many of the legal parameters in which they must work, including the history of ordinances and their enforcement, the hierarchy of laws and courts, the structure of local government, constitutional provisions relating to enforcement cases, "home rule," state laws relevant to enforcement cases, common ordinance provisions, types of court proceedings and the courts in which they are brought.	6.0/0.60
13155	Procedures for Officers and Inspectors	The role of the code enforcement officer or inspector in a municipality is one of respect and confidence. This class is designed to reflect knowledge of how code enforcement officers and inspectors can integrate best practices into their service delivery. Segments of the training will include the concept of creating an "Action Register" to track important tasks and deliverables. To manage work more efficiently, the Code Enforcement Continuum will be introduced as a tool to determine the level of enforcement necessary to close the case.	6.0/0.60
13156	Customer Service Principles for Front-Line Municipal Staff	Knowing how to deliver great customer service in the code enforcement setting is one of the keys to building a relationship with a community. This program is designed to help a team, division, department or an entire municipal organization establish a service strategy and develop customer service behavioral standards to all citizen responders and front-line staff. The session explores the fundamentals of communicating with residents/ customers and internal customers, whether face to face or over the telephone. How you say something is usually more important than what you say.	3.0/0.30
13157	Code Enforcement and Tree Protection	Trees play a unique role in enhancing the quality of life in urban areas by the provision of aesthetic, environmental and societal benefits. Some municipalities recognize this and seeks, where appropriate, to protect some of its tree population. This course includes an introduction to tree related issues from the code officer perspective, a discussion on ordinances that strengthen the code officer's position as well as other regulatory and non-regulatory approaches that local government can use to encourage compliance.	3.0/0.30



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15576	Bridging the Communication Gap in Code Enforcement	The future of the public service is under intense scrutiny and review as to its effectiveness and whether it provides value for money spent by taxpayers. They see the civil service as large and bureaucratic serving as an employment agency rather than a provider of efficient services. To bridge that gap a more concerted effort must be made to bring information to the public in layman's terms. This course is designed to assist code enforcement professionals with tools to develop better internal and external communication.	4.0/0.40
15577	Legal, Ethical and Moral Code Enforcement	Ethics and morals relate to "right" and "wrong" conduct. While they are sometimes used interchangeably, they are different. Is following the rules the safest option? This course is designed to explore the world of these concepts in a regulatory environment and to help officers and inspectors develop practices to stay abreast of the right and wrong things to do during their daily workday.	4.0/0.40
16699	Dealing with Regulatory Inspections	Many cities and counties have adopted new laws to regulate multifamily communities and apartment homes. This training is designed to help property managers, apartment maintenance staff, multi-family apartment owners and others in the apartment industry understand the mission and purpose of code enforcement inspections, and other regulatory requirements.	4.0/0.40
18655	Planning, Zoning and Land Development for Code Officials	This presentation was developed to provide code officials with the general processes and procedures that guide the issuance of permits and business licenses within a municipality and familiarize attendees with zoning concepts.	6.0/0.60
18743	Property Maintenance and Housing Enforcement	Blight is a condition or set of conditions- that range in severity of deterioration, and level of concentration within an area, and therefore the resources required to restore or address a blighted area or property might vary greatly in type or cost, and there are officials responsible for engaging in tactical solutions to combat blight. The purpose of this course is to provide a framework to assist in creating a comprehensive strategy to combat blight and maintain properties in a community.	6.0/0.60



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19031	Zoning and Code Enforcement	Communities use zoning to guide growth and development in harmony with current and future land use and to protect health, safety, appearance, and prosperity. This course is designed to introduce participants to zoning concepts and provide an overview of zoning concepts that code officials can use in enforcing regulations.	6.0/0.60
19364	Effective Inspection Programs	This course is designed to introduce regulatory officials to several programs used to regulate multifamily and single-family rental housing, and to discuss legislative and regulatory tools to ensure the compliance with all the codes and ordinances that protect the health, safety and welfare of the citizens.	6.0/0.60
19566	Leading a Winning Code Enforcement Team	A good leader is hard to find at any level of your municipality. However, a good code enforcement leader is a special treat. These leaders exhibit a unique blend of charisma, vision and character traits that attract people to follow them. They are the person that other people want to follow—even choose to follow given the opportunity. This course is designed to help directors, managers, supervisors or other's in a leadership position of regulatory teams develop a winning outcome.	6.0/0.60
24905	Dealing with Difficult People	Code enforcement officers and regulatory officials need to understand the personalities of the people they encounter on the field (customers) in order to deal with them appropriately and to resolve problems efficiently. This course will explore the four primary personality types and discuss how to deal with the attitudes of difficult residents you may come face to face with. As a regulator, you need to provide service in a manner that will work well with your customer's personality type. This can sometimes be difficult, but it's necessary.	4.0/0.40
24906	The True Value of Code Enforcement	The aesthetics of a community, and the overall way by which the property standards are managed and maintained is key in determining if your community leaders recognize its importance. Creating a synergy between economic development, zoning, community development and code enforcement allows for a comprehensive approach to community growth and improved quality of life. This course will explore the way code enforcement impacts communities across the nation and discusses how regulators provide service that drive change in a community.	4.0/0.40



24907	Effective Local Government Management	This course is designed to challenge local managers to use strategic thinking to guide decision making and let the lessons of today teach them how to use tactical deployment of resources to effectuate change in a community. Attendees will be guided in achieving the community mission and helped in ushering in new local government policies that will result in productivity and effectiveness. Attendees will learn how to shift all aspects of local government services including community development, regulatory compliance, public works and public safety by developing new strategic goals, changing public service delivery and “leaping forward” in operational effectiveness.	6.0/0.60
26063	Effective and Safe Field Inspections	The purpose of this course is to help the attendees develop techniques to effectively conduct safe onsite field inspections, how to plan and conduct effective issuance of permits, stop work orders and other regulatory enforcement related to the permit process, how to use develop and use electronic checklists to save time and improve inspection quality, and how to communicate results.	3.0/0.30
26503	Developing a Dynamic Training Presence	Giving a presentation on something implies that you are the expert in the topic so it’s important that you can demonstrate this by determining the demographic of your audience and presenting in a way that they can understand.	6.0/0.60
26718	Code Enforcement and Landlord Tenant Relations	n dealing with rental properties, local code officers may encounter property owners who shift compliance responsibilities to their tenants, and tenants who shift compliance responsibilities to their landlords. Although the Landlord-Tenant Act governs some of these interactions, cities and counties can adopt additional restrictions and regulations to clarify the responsibilities of both property owners and tenants.	3.0/0.30
26766	Code Compliance and Sign Enforcement	This course will give code officials the ability to discern aesthetic interests in comparison to the importance of free speech.	3.0/0.30