



2024 WSAPT SPRING EDUCATION CONFERENCE

April 22nd & 23rd

MONDAY

- Records Management Essentials

TUESDAY

- Personality and Communication Types

Monday, April 22, 2024 | 8:30 – 4:30 PM

Records Management Essentials for Planning and Permitting Authorities– Scott Sackett, State Archivist

This class is designed to provide participants with a comprehensive understanding of the fundamentals of public records management for both physical and electronic records. Participants will learn essential concepts such as: the definition of public record; how to use records retention schedules to determine how long agency records need to be kept; best practices for organizing records; “scan and toss” requirements for agencies that wish to scan paper records and dispose of the originals early; appropriate disposition of records; available assistance from Washington State Archives and how to reach us. The course also explores the complexities of managing electronic records, addressing scenarios where records exist solely in “born-digital” formats and exploring strategies for effectively managing electronic records alongside traditional paper-based systems.

.65 PP CEUs

Presented by Scott Sackett, State Archivist

Scott Sackett is a Principal Records Consultant with the Washington State Archives. He enjoys working with agencies of local and state government to help them properly retain, manage, and preserve their public records in their various formats. Scott is based at the Archives' Central Region Branch, located in Ellensburg. He earned his Certificate in Archives and Records Management from Western Washington University, and also holds a Master's Degree in Teaching from Seattle University. He has been a member of the Washington State Archives team since 2004, and before joining the Archives served in Guinea, West Africa as a Peace Corps Volunteer.

Tuesday, April 23, 2024 | 8:30 – 4:30 PM

Personality and Communication Types – Michele Miller

This class delves into the intricacies of how personality styles influence communication patterns, particularly in customer interactions. Participants will explore various personality types and learn to adapt their communication strategies to effectively engage with customers in both face-to-face and digital settings. By understanding customers' personalities and communication styles, frontline staff can establish rapport, foster positive relationships, and enhance customer satisfaction.

Learning Objectives: Recognize and Adapt to Different Communication Styles, Enhance Customer Interaction Skills, Utilize Self-awareness and Technology for Effective Communication. Through a blend of theoretical concepts, practical strategies, and hands-on activities, this class aims to equip participants with the knowledge and skills needed to understand and effectively engage with customers based on their personality and communication styles. By fostering empathy, adaptability, and self-awareness, participants will elevate their customer service capabilities and contribute to positive customer experiences.

.65 PP CEUs

**Presented by Michele Miller, Senior Business Analyst, eCityGov Alliance/
MyBuildingPermit.com**

Michele Miller spent her first 22 years in government as a permit coordinator for the City of Mill Creek. In 2016 she leveraged her permit technician skills to make the leap to an Information Technology role at a much larger jurisdiction, the City of Bellevue. As a Senior Business Analyst, she currently supports the eCityGov Alliance and MyBuildingPermit portal as the subject matter expert. The Alliance is a public non-profit organization currently comprised of 17 Washington State County and City jurisdictions in the greater Puget Sound area. She served as the Vice President, President, and Past President (currently) for WSAPT and in 2015 she became active with PermitTechNation (PTN) and has also served on the PTN Board of Directors, as the Vice President, President, and Past President.

CONFERENCE DETAILS

Name	
Title	
Jurisdiction	
Address	
City/Zip	
Phone	
Email	

Mon/Tues, April 22nd & 23rd

First time attendee? YES NO

If you have accessibility or special dietary needs, please contact Tela Gardner tgardner@kirklandwa.gov

COST:

2-DAY: \$200-MEMBER; \$275-NONMEMBER
1-DAY: \$125-MEMBER; \$200-NONMEMBER

Deadline: March 22, 2024

Registration/Payments can be made online at www.wsapt.org —OR—

Mail/Email the registration form to:

c/o Becky Scheffer, WSAPT Treasurer
4800 SW 188th ST
SeaTac WA 98188

206-973-4760 | info@wsapt.org

WSAPT Tax ID# 11-3772713

- **REGISTRATION IS OPEN:** - Online at www.wsapt.org or mail in your registration with payment or purchase order to reserve a spot. If you are unable to attend and do not notify us by April 8, 2024, the registration fee will be retained. A \$25.00 administrative charge will be deducted from any refunds. Substitutions may be made prior to or during conference check-in.
- **ON-SITE REGISTRATION: Monday 8:00 AM | Tuesday 8:00 AM**
- **MEALS:** Lunch and dinner are on your own. Daily breakfast provided for hotel guests only; if you do not plan to stay at the Bavarian, breakfast can be purchased for approximately \$15 through the Front Desk.
- **CONTINUING EDUCATION UNITS** will be awarded to those completing the course.
- **MONDAY NIGHT HOSPITALITY EVENT:** Stay tuned for more details!
- **ACCOMMODATIONS:** A block of rooms have been reserved at special rates for April 21st & 22nd \$199-\$217* plus applicable taxes per night. Additional charges may apply for additional guests. If you plan to attend, *call to book your room now* using conference ID# **8108**. Keep in mind Bavarian has a 30-day cancellation policy for our group. Free breakfast is provided for hotel guests; if you do not plan to stay at the Bavarian, breakfast can be purchased for approximately \$15. The Bavarian requires first night deposit when booking.

Bavarian Inn

810 US Highway 2 □ Leavenworth, WA 98826
Group Reservation Number: 8108

888◆717◆7878 | FAX-509◆888◆0606

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E-Mail Address:
frontdesk@bavarianlodge.com

