



American Association of  
Motor Vehicle Administrators

**safe drivers  
safe vehicles  
secure identities  
saving lives!**

**AAMVA Leadership Academy  
April 30 – May 3, 2018**

**AAMVA Headquarters  
4401 Wilson Boulevard | Suite 700  
Arlington, VA 22203**

***Monday, April 30***

9:00 am – 10:30 am

Welcome, Overview, Introductions, Ice Breaker, and Defining Leadership

AAMVA Leadership welcomes attendees and facilitates a getting-to-know you exercise that explores personal commonalities and perceptions of leadership.

10:45 am – 12:00 pm

Leveraging Your Association: AAMVA, Yeah We DO That....

Learn how your association can help solve your latest business challenges: an overview of AAMVA's products, services, and best practices.

1:00 pm – 5:00 pm

Building Teams with Collaboration & Innovation

A up-on-your-feet, interactive experiential learning program, using the tenets of improvisation to strengthen skills related to Team Building, Communication, Creativity & Innovation, and Adaptive Problem Solving

***Tuesday, May 1***

8:00 am – 11:30 am

Leadership in Transportation Safety

Continue the conversation with experienced leaders in the transportation safety community.

1:00 pm – 5:00 pm                      Understanding Leadership Style and Personality Types

Using tools like DISC or Myers Briggs Type Indicator, better understand your Leadership Style and how you can modify your “preferred style” to be even more effective as a Leader. Knowledge of the similarities and differences you possess with others and how to maneuver with greater ease through interpersonal situations will enable you to build stronger relationships.

***Wednesday, May 2***

8:15 am – 9:00 am                      Travel to Virginia Department of Motor Vehicles

9:00 am – 10:30 am                      Session: Customer Service  
***Virginia Department of Motor Vehicles***  
Learn first-hand how one jurisdiction is taking a pro-active approach to customer service, including how Virginia is turning the DMV into the “Go-To” portal for its citizens to interact with their government.

10:45 am – 12:30 pm                      Tours/Demonstrations  
***Virginia Department of Motor Vehicles***  
Visit with VA DMV program managers and see their innovative services in action, including front line processes, mobile units, and more.

2:00 pm – 3:30 pm                      Consensus Building and Dispute Resolution

Learn new skills and approaches to manage conflict in teams, build consensus, and manage difficult employees.

3:45 pm – 5:00 pm                      Leadership - Keeping it real. Surviving and Thriving.

Experienced State Transportation Leader will share insights and lessons learned.

***Thursday, May 3***

8:30 am – 12:00 pm                      Culture and Performance Management

1:00 pm – 4:30 pm                      TBD

4:30pm – 5:00pm                      Closing Discussion

6:00 pm – 9:00 pm                      Graduation Reception & Dinner  
Finish the week with a celebratory dinner and ceremony recognizing the class.

***Friday, May 4***                      Travel Home