



American Association of  
Motor Vehicle Administrators

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

**AAMVA Leadership Academy  
April 29 – May 2, 2019**

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

*Monday, April 29*

8:00 am – 9:00 am

Breakfast  
*AAMVA HQ*

9:00 am – 10:30 am

Welcome, Overview, Introductions, Ice Breaker, and Defining Leadership  
*AAMVA HQ*  
AAMVA Leadership welcomes attendees and facilitates a getting-to-know you exercise that explores personal commonalities and perceptions of leadership.  
*Anne Ferro, President & CEO, AAMVA*  
*Rhonda Lahm, AAMVA Chair of the Board and Director, Nebraska Department of Motor Vehicles*  
*Ian Grossman, Vice President, Member Services & Public Affairs, AAMVA*

10:30 am – 10:45 am

Break

10:45 am – 12:00 pm

Leveraging Your Association: AAMVA, Yeah We Do That....  
*AAMVA HQ*  
Learn how your association can help solve your latest business challenges: an overview of AAMVA's products, services, and best practices.  
*Ian Grossman, Vice President, Member Services & Public Affairs, AAMVA*

12:00 pm – 1:00 pm

Lunch, *AAMVA 6<sup>th</sup> Floor Lunch Room*

1:00 pm – 5:00 pm                      Building Teams with Collaboration & Innovation  
***NRECA Conference Center – CC2***  
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  
*Bob Kulhan, Business Improvisations*

6:00 pm                                      Dinner and Bus Tour of Washington DC – Bus Leaves from Westin Hotel

***Tuesday, April 30***

8:00 am – 9:00 am                      Breakfast  
***AAMVA HQ***

9:00 am – 10:00 am                      Change Management  
***AAMVA HQ***  
Learn how effective change management programs can improve the ability to successfully bring projects in on time and on budget.  
*Georgia Steele, Director Motor Vehicles Division, Georgia Department of Revenue*

10:00 am – 10:15am                      Break

10:15 am – 11:15 am                      Change Management - Continued

11:30 am – 12:30 pm                      Lunch  
***AAMVA 6<sup>th</sup> Floor Lunch Room***

12:30 pm – 4:30 pm                      Understanding Leadership Style and Personality Types  
***AAMVA HQ***  
Better understand your Leadership Style and how you can modify your “preferred style” to be a more effective leader. Knowledge of your similarities and differences with others will enable you to build stronger relationships.  
*Libby Dishner, Parallel Management*

Free Evening/Dinner on your own

***Wednesday, May 1***

7:00 am – 8:00 am	Breakfast <b><i>AAMVA HQ</i></b>
8:00 am – 9:00 am	Travel to Virginia Department of Motor Vehicles – Bus Leaves from AAMVA
9:00 am – 10:30 am	Session: Customer Service <b><i>Virginia Department of Motor Vehicles</i></b> Learn first-hand how one jurisdiction is taking a pro-active approach to customer service. Richard D. Holcomb, Commissioner, Virginia Department of Motor Vehicles
10:30 am – 10:45 am	Break
10:45 am – 12:30 pm	Tours/Demonstrations <b><i>Virginia Department of Motor Vehicles</i></b> Visit with DMV program managers and see their innovative services in action.
12:30 pm – 1:00 pm	Lunch
1:00 pm – 2:00 pm	Travel to AAMVA
2:00 pm – 3:00 pm	Consensus Building and Dispute Resolution <b><i>AAMVA HQ</i></b> Learn new skills and approaches to manage conflict in teams, build consensus, and manage difficult employees. <i>Mark Lowe, Director, Iowa Department of Transportation</i>
3:00 pm – 3:15 pm	Break
3:15 pm – 4:00 pm	Consensus Building and Dispute Resolution - Continued
4:00 pm – 5:00 pm	Open Roundtable Discussion <b><i>AAMVA HQ</i></b> Participants share their current challenges, lessons learned, problem solving methods, etc.

Free Evening/Dinner on your own

***Thursday, May 2***

8:00 am – 9:00 am

Breakfast  
***AAMVA HQ***

9:00 am – 12:00 pm

Coaching: Supportive and Directive Approaches  
***AAMVA HQ***  
Coaching is an effective tool for the continuous growth of an organization. Learn to use a variety of coaching techniques and approaches, depending on the person and the circumstances.  
*John Purcell, Dale Carnegie & Associates*

12:00 pm – 1:00 pm

Lunch  
***AAMVA 6<sup>th</sup> Floor Lunch Room***

1:00 pm – 5:00 pm

Effective Presentation & Speaking Skills  
***AAMVA HQ***  
Develop skills to speak with confidence, use vocal range, tone and gestures for greater impact, and conduct question and answer sessions effectively.  
*John Purcell, Dale Carnegie & Associates*

5:00pm – 5:30 pm

Closing Discussion

6:00 pm – 9:00 pm

Graduation Reception & Dinner  
***Westin Hotel, Ernest Hemingway Salon 1&2***  
Finish the week with a celebratory dinner and ceremony recognizing the class.

***Friday, May 3***

Travel Home