



American Association of  
Motor Vehicle Administrators

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

**AAMVA Leadership Academy  
May 8-11, 2017**

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

Tickets for breakfast on your own each day at Pinzimini (in the Westin) will be provided.

***Monday, May 8***

- 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  
Ian Grossman, Vice President, Member Services & Public Affairs, AAMVA  
Jean Shiimoto, AAMVA Chair of the Board and Director, California Department of Motor Vehicles
- 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, ***NRECA Conference Center – CC1***
- 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
- 5:45 pm      Dinner and Trolley Tour of Washington DC – Trolley Leaves from Hotel

***Tuesday, May 9***

- 8:00 am – 8:30 am Travel to National Academy of Sciences – Bus Leaves from Hotel
- 8: 30 am – 11:30 am Leadership, Research, Resources  
**National Academy of Sciences, Room 125**  
Continue the conversation and learn about a unique resource – Transportation Research Board (TRB) that transportation leaders rely upon to enhance decision making.  
Neil Pedersen, Executive Director, Transportation Research Board  
Jean Shiomoto, AAMVA Chair and Director, California Department of Motor Vehicles  
Jack Van Steenburg, Chief Safety Officer, Federal Motor Carrier Safety Administration (FMCSA)
- 12:00 pm – 1:00 pm Lunch – AAMVA Lunch Room on 6<sup>th</sup> Floor
- 1:00 pm – 5:00 pm Myers Briggs & Understanding Leadership Types  
**AAMVA HQ**  
Using the Myers Briggs Type Indicator (MBTI) as a tool, 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.  
Brad Sterl, Brad Sterl Associates
- Free Evening/Dinner on your own

***Wednesday, May 10***

- 8:15 am – 9:00 am Travel to Virginia Department of Motor Vehicles – Bus Leaves from Hotel
- 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.  
Richard D. Holcomb, Immediate Past Chair of the Board and Commissioner, Virginia Department of Motor Vehicles
- 10:30 am – 10:45 am Break
- 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.
- 12:30 pm – 1:00 pm Lunch

- 1:00 pm – 2:00 pm Travel to AAMVA
- 2:00 pm – 3:30 pm Consensus Building and Dispute Resolution  
**AAMVA HQ**  
Learn new skills and approaches to manage conflict in teams, build consensus, and manage difficult employees.  
Mark Lowe, Director, Iowa Motor Vehicle Division
- 3:30 pm – 3:45 pm Break
- 3:45 pm – 5:00 pm Leadership - Keeping it real. Surviving and Thriving.  
**AAMVA HQ**  
Experienced leader and former Director of the Delaware Division of Motor Vehicles will share insights and lessons learned.  
Jennifer Cohan, Secretary of Transportation, Delaware

Free Evening/Dinner on your own

***Thursday, May 11***

- 8:30 am – 12:00 pm Culture and Performance Management  
**AAMVA HQ**  
Learn about creating a culture of performance management and continuous process improvement.  
Pat Kohler, Director, Washington Department of Licensing
- 12:00 pm – 1:00 pm Lunch – AAMVA Lunch Room on 6<sup>th</sup> Floor
- 1:00 pm – 4:30 pm Lean Leadership  
**AAMVA HQ**  
Lean Six Sigma is a business and data-driven disciplined approach to reducing waste and minimizing defects in any type of process. Learn how one state agency uses Lean to improve processes, improve customer satisfaction and make it a great place to work.  
Cyndee Baugh, Lean Program Administrator, Washington Department of Licensing
- 4:30pm – 5:00pm Closing Discussion
- 6:00 pm – 9:00 pm Graduation Reception & Dinner  
**Westin Hotel – Ernest Hemingway Salon I**  
Finish the week with a celebratory dinner and ceremony recognizing the class.

***Friday, May 12***

Travel Home