



AAMVA Leadership Academy

April 8 through 11, 2024

AAMVA Headquarters

4401 Wilson Boulevard, Suite 700

Arlington, VA 22203

All sessions are at AAMVA headquarters unless otherwise indicated.
Breakfast vouchers will be provided for the Westin Hotel restaurant.

Monday

9:00 am – 10:30 am

Welcome, Overview, and Defining Leadership

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

Ian Grossman, President & CEO, AAMVA

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.

Ian Grossman, President & CEO, AAMVA

12:00 pm – 1:00 pm

Lunch, 6th floor lunchroom.

1:00 pm – 5:00 pm

Building Teams with Collaboration & Innovation

Westin Hotel, Fitzgerald A & B

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

Bob Kulhan, Business Improv

6:00 pm – 9:00 pm

Dinner and Bus Tour of Washington DC - Bus leaves from Westin hotel

Tuesday

- 9:00 am – 12:00 pm **Coaching: Supportive and Directive Approaches**
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
- 12:00 pm – 1:00 pm Lunch, 6th floor lunchroom.
- 1:00 pm – 5:00 pm **Effective Presentation & Speaking Skills**
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
- Free evening/dinner on your own

Wednesday

- 8:30 am – 9:15 am Travel to Virginia Department of Motor Vehicles - Bus leaves from the Westin hotel
(Law Enforcement participants will visit a State Police facility)
- 9:15 am – 9:45 am **Session: Customer Service**
Virginia Department of Motor Vehicles
DMV staff will share information on operations, how the pandemic influenced their current service model, and highlights of key initiatives currently underway.
Gerald Lackey, Commissioner, Virginia Department of Motor Vehicles
- 9:45 am – 12:15 pm **Tours/Demonstrations**
Virginia Department of Motor Vehicles
Visit with DMV program managers and see their innovative services in action.
- 12:15 pm – 1:00 pm Lunch at VA DMV
- 1:00 pm – 2:00 pm Travel to AAMVA headquarters. Photo at fountain.

