

F.A.C.E.

LEVEL II: ADMINISTRATIVE ASPECTS OF CODE ENFORCEMENT

EXPANDED RESPONSIBILITIES AND ALTERNATIVES TO CODE

ENFORCEMENT: Understand the way code enforcement is used in a variety of governmental activities. Learn how to use alternative methods to traditional code enforcement.

MEDIA AND PUBLIC RELATIONS: When dealing with the media and the public, learn to put your best foot forward -- instead of putting it in your mouth. Be proactive. Give effective interviews by developing a media strategy that will present code enforcement to the public positively.

ORGANIZATION OF THE ENFORCEMENT UNIT: Understand the components of strategic planning and how it can be applied within a department; learn how to set up and structure a unit for maximum success and highest productivity.

PERFORMANCE MANAGEMENT: Establish a year-round cycle of performance management including developing and sharing with employees realistic job performance standards, quarterly and yearly performance appraisals, and using appropriate coaching and counseling techniques.

PERSONNEL ISSUES: Implement sound, legal, and effective employment policies based on federal and state mandates, paying particular attention to harassment in the workplace, and using appropriate interviewing techniques.

PUBLIC SPEAKING: Give presentations like a pro -- in front of 2 or 20 or 200 people -- using proven techniques to enhance professional style and get points across.

RECORDS MANAGEMENT IN CODE ENFORCEMENT: Review the best ways to keep the code enforcement office data using State-approved records management systems and complying with Florida's Public Records law.

STRESS MANAGEMENT: Control stress and avoid burn-out by learning to recognize and manage the hidden and not-so-hidden stressors in life.

TIME MANAGEMENT: Manage time effectively by using principles of time management, recognizing and controlling time wasters, and delegating appropriately.

For more information on the Florida Association of Code Enforcement,
please visit the FACE website at www.face-online.org