"Marrying the Best of Multiple Generations"

Cal-ICMA Coaching Program -- telephone panel

2:00 - 3:00 p.m. PT, Thursday, May 20, 2010

DIAL 646-519-5883 [callers' PIN 7592#] or live audio via the web (a service powered by Granicus) at www.cal-icma.org/coaching "Live Audio and Archives."

Target audience: all employees and managers

Panelists:
* Pam Antil, Assistant City Manager, Palo Alto
* Caroline Cheng, Administrative Management Analyst, Brisbane
* Rob Houston, Senior Management Analyst, Carlsbad
* John Keisler, Bureau Manager, Animal Care, Long Beach

Panel Discussion Questions:
1. What are key differences in how Boomers, Gen X, and Gen Y work?
2. How will the nature of the workforce and the way it works shift with time?
3. What are successful personal and organizational strategies to tap the best from everyone?
4. What resources are available to aid employees and managers to bridge differences and make the whole greater than the sum of the parts?

We encourage callers to ask questions during the panel discussions. If you prefer, you may submit questions anonymously via email to cal-icma@donmaruska.com either in advance or during the panel discussion. As moderator for the sessions, Don Maruska will pose the emailed questions.

Post-Call Group Discussions

Many agencies are organizing groups to listen to the calls (live or recorded) and discuss the topics among themselves after the calls. Some are summarizing their discussions and distributing them to managers throughout their organizations. Use the Cal-ICMA Coaching Program as an effective way to enhance professional development in your agency. Here are some discussion starters for this session.

Follow Up Topics:
1. What differences among generations do we see in our agency?
2. What’s working to deal with these successfully?
3. Where do we need to make improvements?
4. What ideas from this discussion can we apply to our workplace?
Panel Call Etiquette
* Please put your phone on mute, except when you are asking a question or making a statement.
* Do not put the call on hold, especially if you have music or a message that plays and will disrupt other callers.
* Kindly disable call waiting or other phone features that will interrupt your participation in (and others listening to) the call.

There is no charge to participate in the telephone panel discussion, but callers will bear the costs charged by their carriers to reach the conference number. Alternatively, you can listen via live audio on the web (powered by Granicus) at www.cal-icma.org/coaching "Live Audio and Archives."

The Cal-ICMA Coaching Program receives funding through the generosity of: ICMA, California City Management Foundation, Municipal Management Association of Northern California, Municipal Management Association of Southern California, the County Administrative Officers Association of California, California Communities Joint Powers Authority, California Redevelopment Association, Bob Murray & Associates, CPS Human Resource Services, Granicus, Pacific Gas and Electric Company, Piper Jaffray, the Public Agency Retirement Services, Keenan & Associates, Personnel and Employee Relations Department, and Common Sense California.

MORE RESOURCES--See the "Coaching Corner" at www.cal-icma.org/coaching for valuable resources to boost your career. These include listings of future Telephone and Webinar Panels, recordings of past sessions (including a free subscription to podcasts), the expanded "Dear eCoach" offering (that invites you to ask questions anonymously--check out some of the hot topics), expanded One-to-One Coaching opportunities, Career Compass columns, and complimentary, confidential management style profile reports to be more effective and fulfilled in your work, and.

SIGN UP FOR FREE NEWSLETTER--Subscribe to the Cal-ICMA Coaching Program email list to receive updates on events and the availability of recorded sessions. Go to www.cal-icma.org/coachingList.

Enjoy the resources and support to thrive in local government.

Don Maruska, Master Certified Coach
Director, Cal-ICMA Coaching Program
See "Coaching Corner" at http://www.cal-icma.org/coaching
Pamela Antil Named as New Assistant City Manager; Other City Organizational Changes Announced

Contact:
James Keene, City Manager   650-329-2563
Linda Clerkson, Public Communications Manager   650-329-2656

Palo Alto, CA – City Manager James Keene announced his selection of Pamela Antil as the new Assistant City Manager for Palo Alto. Ms. Antil, Assistant City Manager for the City of Novi in Michigan since 2006, was selected after an extensive national search by the executive recruitment firm of Peckham & McKenney. She will begin work in Palo Alto on April 12, 2010.

"Pam comes to us with over 20 years of public and private sector management experience working on strategic planning and operational improvements as well as cost reduction efforts," said Keene. "She has served as an Assistant City Manager in two cities prior to Palo Alto so I am looking forward to Pam helping with the City’s day to day operations."

The Assistant City Manager is one of five City Officers identified in the Municipal Code. Palo Alto’s Assistant City Manager position has been held vacant since May 2008 due to the transition of City Managers in 2008 and an operational assessment conducted by City Manager Keene over his 18 months in the organization. The Assistant City Manager serves as the operations officer for the City and may act on behalf of the City Manager at City Council meetings and in other high-level capacities when necessary.

“I’ve thought long and hard about filling the Assistant City Manager position,” Keene said. “These are challenging financial times and we’ve saved a lot by not filling the position over the last 18 months. But we can’t meet the demands of our city and the important priorities of the City Council without this position. Filling
the position at this time is critical to the effective operations of the City going forward."

Ms. Antil has been the Assistant City Manager for the City of Novi, MI (pop. 53,000) since 2006, and she was the Assistant City Manager for the City of Rancho Palos Verdes, CA (pop. 45,000) where she served from 1989-1995. She worked with the City of Ann Arbor, MI (pop. 114,000) from 2004-06 in a variety of positions including a brief appointment as Assistant City Administrator before moving to Novi. Ms. Antil is an International City/County Management Association (ICMA) Credentialed Manager and has a Master of Public Administration Degree from California State University, Long Beach. She has also served on numerous policy and planning committees with ICMA and is a well respected member of the city management community.

"My husband and I are very excited to be able to raise our girls in Palo Alto and be fully engaged in the community through my work within the city organization and our family’s involvement in the schools and civic groups," said Ms. Antil.

Ms. Antil's responsibilities over the years have included business process and operational improvement; strategic planning; cost reduction and organizational performance measurement and design; corporate due diligence; organizational and human resources strategy; as well as senior level project management and overall operational oversight.

Along with the regular operational day-to-day duties in Novi, her recent work also includes implementation of green initiatives and energy savings programs in the City of Novi; use of technology and social media in the City's civic engagement program; and the implementation and management of cross-functional, cross-departmental, citywide (venture) teams to complete critical City goals and initiatives.

"The Assistant City Manager position is critical now as we struggle with our ongoing structural budget deficit, explore new ways to save money for the long term, establish clearer organizational accountability, support our staff, and position ourselves for a more sustainable future economically and environmentally," added Keene. "Pam brings the right qualifications, great energy and exemplary 'people' skills to help us through these challenging times."

Ms. Antil is an active member of the International City/County Management Association and was recently elected to the Board; a Board Member of the Michigan Local Government Management Association, and member of the Society for Human Resource Management, International Personnel Management Association, Michigan Municipalities in support of the Michigan Film Industry, and the Oakland County (MI) City Managers Association. She is married to advertising executive David Antil and has two daughters, Sydney and Peyton, ages 10 and 8.

The appointment of Ms. Antil to the Assistant City Manager complements other changes and appointments announced by the City Manager. Deputy City Manager Steve Emslie (whose lead assignments include High Speed Rail, the Stanford Hospitals project, and senior management oversight on improvements to the Development Center and the City’s permit process) will be heading a new Office of Economic Development linked to the City Manager’s Office. This position is funded 50% in the City Manager’s Office and 50% in Planning and is a result of eliminating the Assistant Director position in the Planning and Community Environment department. Economic Development Manager Susan Barnes will be retiring on July 1 after 11 years with the City and her position will report to Mr. Emslie, along with Sustainability Coordinator Debra van Duynhoven, reflecting the City’s focus on Green Tech business development and attraction.

Interim Community Services Director Greg Betts has been selected by City Manager Keene for appointment to the Director of Community Services position.

All of these changes are accomplished within existing budget and staffing. The Assistant City Manager and Community Services Director positions are subject to City Council confirmation.

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Bio for Caroline Cheng, Administrative Management Analyst, City of Brisbane

Caroline first stepped into the public sector in 2006 as a Communications Intern for the City of Brisbane. She had worked previously for the Macy’s Buying Office, and later became an Account Executive for a wholesale distributor to the department store, handling the Macy’s account. Finding the retail industry to be very unfulfilling (and much less glamorous than when she’d first started!) she decided to go back to school full-time for her M.B.A. at local San Francisco State University. It was after she had finished her first semester of graduate school that she began her internship with Brisbane, where she worked on the City’s first-ever Communications Plan, meeting and interviewing Public Information Officers and Assistant City Managers along the way. One of the items suggested in the Plan was starting a City blog, which was created that Fall. When it came time to go back to school full-time, she was asked whether she wanted to continue at the City part-time, which she would do for the next two years. She graduated in May 2008 with an M.B.A. in Management, and wrote her thesis on how change can be managed at the City of Brisbane as the workforce ages and retirements take place. She was offered the position of Administrative Management Analyst when she graduated, where she works on fee studies for various departments, oversees grant applications for all the City, is managing the redesign of the City’s website, helps staff the Transition Planning Committee, performs special projects for the City Manager, and writes the weekly post for the City blog!
Rob Houston is the City Managers office Senior Management Analyst for the City of Carlsbad. He represents the City Managers office in many venues including with the League of California Cities, the Chamber of Commerce Government Affairs Committee, and many internal City committees such as Special Events, CIP Budget and the Emergency Planning group. He has worked in Government for over 18 years including 13 years at the Federal and State level in Canada. During his 5 years working in Carlsbad he has strived to promote the opportunity for City staff to be exposed to new thoughts as well as be able to discuss and try innovative ideas. He is currently serving as a Regional MMASC Co-Chair for the San Diego Region. He has also served as the Chairman of the City’s Strategic Change Team, and currently hosts a monthly Pizza lunch that attracts staff from throughout the City to learn and discuss important ideas in an open forum.

He has an M.B.A. and enjoys taking advantage of new opportunities for training and development. He lives with his wife, daughter and son in Carlsbad, and enjoys travel, reading, and playing basketball when time permits.
John P. Keisler was appointed Manager for the City of Long Beach Animal Care Services Bureau in November 2008. The mission and vision of ACS is to make Long Beach the safest large city in California for people and animals. Prior to this appointment, he spent three years as a Performance Management Analyst and Management Assistant for the City of Long Beach.

Mr. Keisler’s career path includes a lifetime of public service. After completing bachelor degrees in Philosophy and Religion at St. Olaf College in Northfield, Minnesota, he joined Teach For America as a middle school teacher at Dr. Martin Luther King Jr. Elementary School in Newark, New Jersey. In 2001 he received the distinction of “Best Practices Award”, for a first year teacher in the Newark Public School District.

Turning to local government, John worked for two years with the League of California Cities, Orange County Division and the Orange County Council of Governments while finishing his Master of Public Administration (MPA) at the USC School of Policy, Planning and Development (SPPD); where he currently serves as a founding member of USC City Management Fellowship (CMF) Executive Board, and the SPPD Alumni Association Board.

He continues his passion for local government service as a founding member of the International City/County Management Association (ICMA) Committee for Preparing the Next Generation (PNG), and as the 2007 Municipal Management Association of Southern California (MMASC) Past-President.

Mr. Keisler currently lives in the City of Long Beach with his (3) year-old son Benjamin, (4) month-old son Christopher, and his beautiful wife Laura.