



Vermont Municipal Clerks' & Treasurers' Association

# Curriculum for Social, Interpersonal & Management Skills (Town Clerks & Treasurers)

**Developed in 2008 by:** John Cushing, President (Milton Clerk/Treasurer); Alison Kaiser, 1<sup>st</sup> Vice-President (Stowe Clerk/Asst. Treasurer); Sandra Pinsonault, 2nd Vice President (Dorset Clerk); Donna Kelty, Treasurer (Barre Town clerk/Treasurer); Donna Kinville (South Burlington Clerk/Treasurer); Colleen Haag (Shelburne Clerk/Treasurer); Ann Webster (Middlebury Clerk); Susan Haughwout (Wilmington Clerk)

**Revised in 2025 by:** Diana Vachon 1<sup>st</sup> Vice President (Shelburne Clerk); Tracy Borst Past President (Thetford Clerk/Treasurer); Georgette Wolf-Ludwig Past President (Fairlee Clerk/Assistant Treasurer); Bob Champagne-Willis Auditor (Treasurer Maidstone)

## **BUDGETING/FINANCIAL SKILLS**

- How to Prepare a Budget and Understanding the Budget Process
- Negotiating Your Budget (to include defending it in a public forum)
- Monitoring Your Budget
- Purchasing/Bidding/Requests for Proposals
- Fiscal Management and Responsibilities

## **COMMUNICATION SKILLS**

- Public Speaking
- Negotiation (Contracts, Salary, Benefits, etc.)
- Conflict Resolution
- Networking
- Public Relations
- Customer Service
- Hearing vs. Listening
- Media Relations (Social Media, Building Relationships, Etc.)
- Written Communication
- Interdepartmental Communication

## **TECHNOLOGY**

- IT Contracts & Purchasing
- Computer Programs (Word Processing, Spreadsheets, Email, Internet, PDFs, Etc.)
- Artificial Intelligence (AI)
- Digital Storage Management (Email, Files, Backups, Cloud, Etc.)
- Municipal Software (Land Records, Financial Vendors, Etc.)
- Cybersecurity

## **ETHICS & DIVERSITY**

- Use/Misuse of Municipal Resources
- Anti-Corruption and Bribery Prevention
- Conflict of Interest & Accountability (Includes Appearance of COI)
- Position Influence
- Codes of Conduct
- Ethics in Local Government
- Harassment (Sexual, Anti-Bullying, Etc.)
- Equity & Diversity
- Anti-Discrimination
- Work Place Culture Building

## **PROFESSIONAL MANAGEMENT**

- Customer Service
- Presentation Skills (Oral, Written, Behavioral Etc.)
- Organizational Skills
- Time Management/Prioritization
- Dealing with Difficult People
- Personnel Management
- Conflict Resolution
- Strategic Planning
- Negotiation (Contracts, Salary, Benefits, etc.)
- Leadership
- Policies & Procedures (Written)
- Health & Wellness (Stress Management & Self Care)
- Interdepartmental And Agency Interaction
- Professional Development
- Community Development
- Self-Development (Self-awareness, Goal Setting, Emotional Intelligence, Problem Solving, Resilience, Etc.)