

Safe drivers Safe vehicles Secure identities Saving lives!

## 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	<b>Welcome, Overview, and Defining Leadership</b> AAMVA Leadership welcomes attendees and facilitates a getting-to-know you exercise that explores personal commonalities and perceptions of leadership. <i>Ian Grossman, President &amp; CEO, AAMVA</i>
10:45 am – 12:00 pm	<b>Leveraging Your Association: AAMVA, Yeah We Do That</b> Learn how your association can help solve your latest business challenges: an overview of AAMVA's products, services, and best practices. <i>Ian Grossman, President &amp; CEO, AAMVA</i>
12:00 pm – 1:00 pm	Lunch, 6 <sup>th</sup> floor lunchroom.
1:00 pm – 5:00 pm	<b>Building Teams with Collaboration &amp; Innovation</b> <i>Westin Hotel, Fitzgerald A &amp; B</i> 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. <i>Bob Kulhan, Business Improv</i>
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	<b>Coaching: Supportive and Directive Approaches</b> 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. <i>John Purcell, Dale Carnegie</i>
12:00 pm – 1:00 pm	Lunch, 6 <sup>th</sup> floor lunchroom.
1:00 pm – 5:00 pm	<b>Effective Presentation &amp; Speaking Skills</b> 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	<b>Session:</b> Customer Service <i>Virginia Department of Motor Vehicles</i> DMV staff will share information on operations, how the pandemic influenced their current service model, and highlights of key initiatives currently underway. <i>Gerald Lackey, Commissioner, Virginia Department of Motor Vehicles</i>
9:45 am – 12:15 pm	<b>Tours/Demonstrations</b> <i>Virginia Department of Motor Vehicles</i> 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.

2:00 pm – 3:00 pm	<b>Leadership Journey and Lessons Learned</b> Spencer Moore, AAMVA Chair of the Board and Commissioner, Georgia Department of Driver Services AAMVA's Chair will share his insights on leadership best practices.	
3:00 pm – 4:30 pm	<b>Open Roundtable</b> The class will break into small groups to share leadership challenges & problem-solving techniques. <i>Ian Grossman, President &amp; CEO, AAMVA</i>	
Free evening/dinner on your own		
Thursday		
9:00 am – 12:00 pm	<b>Challenging Your Leadership Paradigm</b> Leadership vignettes and case studies provide an opportunity to challenge your approach in different situations. <i>Brian Ursino, Director of Law Enforcement Programs, AAMVA</i>	
12:00 pm – 1:00 pm	Lunch, 6 <sup>th</sup> floor lunchroom.	
1:00 pm – 5:00 pm	<b>Building a Better Workplace with DiSC</b> Learn about your DiSC style, understand other styles, and build more	

6:00 pm – 9:00 pm **Graduation Reception & Dinner** *Westin Hotel - Fitzgerald C* 

Friday

**Travel home**