



coaching program



INTERNATIONAL CITY/COUNTY
MANAGEMENT ASSOCIATION
777 N Capitol St. NE, Ste. 500
Washington, DC 20002-4201
202.962.3680 | 202.962.3500 (f)
icma.org

Promoting Trust in a Divisive World

Thursday, October 10

2:00 - 3:30 pm ET / 11:00 am - 12:30 pm PT

Registration is FREE - Advance registration is required.

Webinar Topics:

1. What are the keys to promoting trust in local government?
2. How have local governments built and rebuilt trust?
3. What are useful approaches and resources to support your efforts?

Presenters:

Frank Benest, ICMA Liaison for Next Generation Initiatives, former City Manager, Palo Alto, CA

Wanda Page, Deputy City Manager, Durham, NC

Scott Morelli, City Manager, South Portland, ME

Audience: All persons in or interested in local government careers

Meets Practice 1. Personal and Professional Integrity; 2. Community Engagement; 14. Communication and Information Sharing

Note: Please "white list" or "allow sender" for "customer@gotowebinar.com" to receive a confirmation email for the webinar.

We'll be using webinar tools (including real-time questions and live polling) to make this an excellent opportunity for audience interaction.

Post-Webinar Discussion Questions:

Many agencies organize groups to participate in the webinars (live or recorded) and discuss the topics among themselves after the webinars. Some are summarizing their discussions and distributing them to managers throughout their organizations. Here are some discussion starters for this session.

- a) Where is trust affecting our community and our agency's ability to serve it?
- b) What practical steps would we like to consider strengthening trust in our community and with our agency?
- c) What resources are relevant for us to pursue further?

Biographical Sketches of Presenters

Frank Benest, ICMA Liaison for Next Generation Initiatives, former City Manager, Palo Alto, CA



Until August 2008, Dr. Frank Benest served as the City Manager of Palo Alto, California. Frank is a noted consultant and trainer on collaborative service delivery, entrepreneurial government, civic engagement, leadership development, and succession planning.

Before to his appointment in Palo Alto, Frank served as City Manager in Brea and Colton, California. He has a doctorate in management from Brigham Young University; a Master's in Public Administration from California State University, Long Beach; and a Bachelor of Arts degree from Yale University. Frank serves as the Senior Advisor to ICMA on Next Generation Initiatives and chairs the ICMA Coaching Program.

Frank is Past President of the California City Managers Department and past Vice President of the International City/County Management Association. Frank teaches at Stanford University and has been inducted into the National Academy of Public Administration.

Wanda Page, Deputy City Manager, Durham, NC



Wanda Page was appointed Deputy City Manager of Durham in February 2006 after serving the City of Durham for 18 years in the Finance and Audit Services Departments. As Deputy City Manager, Wanda is responsible for assisting the City Manager in overseeing the operations of Durham City government. She has a strong commitment to and passion for Durham's people and neighborhoods. She is the executive leader of the Office on Youth, Finance, Budget and Management Services, Human Resources, Equity and Inclusion, and Technology Solutions Departments as they provide administrative support to departments that directly impact the quality of life for the residents of Durham.

Wanda received her Bachelor of Science Degree in Business Administration in 1982 from the University of NC at Chapel Hill. She is also a Cum Laude graduate of North Carolina Central University where she received a Master of Business Administration degree in 1995. In addition to becoming a Certified Public Accountant in 1987, she became a Certified Internal Auditor in 2002, a Chartered Global Management Accountant in 2012, and an ICMA-Credentialed Manager in 2012.

Wanda was appointed to a four-year term on the UNC-Chapel Hill Board of Visitors in 2013 and served until 2017 on the Student Recruitment and Government Relations Committees. She currently serves on the MPA Advisory Board of the Public Administration Department at North Carolina Central University and is a member of the Executive Committee of the Lincoln Community Health Center Foundation.

Wanda holds active memberships in the International City/County Management Association, North Carolina City/County Management Association, Government Finance Officers Association, the American Institute of CPAs, North Carolina Association of CPAs and the Institute of Internal Auditors, of which she has served on several national and local committees during her tenure. She currently serves on the Collaboration with MPA Programs Committee of the North Carolina City/County Management Association.

Scott Morelli, City Manager, South Portland, ME



Scott Morelli has nearly 15 years of municipal government experience in four different communities and two different states. For the past two-and-a-half years, he has served as City Manager for the City of South Portland, Maine. With a population of 25,556, South Portland is the fourth largest city in the state. Morelli previously served for seven years as the City Manager of Gardiner, Maine (pop. 5,800) and before that, he was Executive Assistant to the Town Manager in Framingham, MA (then-pop. 68,318) for nearly five years. In 2000-2001, he served as the Selectmen's Assistant for the town of Waterboro, Maine (then-pop. 6,214).

Morelli is a credentialed manager through the International City/County Management Association (ICMA) and is a certified manager through the Maine Town, City/County Management Association (MTCMA). He is currently in his fourth year serving as a member of the MTCMA Board of Directors, where he has chaired both the Awards Committee and Sponsorship Committee. He also served on and chaired the ICMA Awards Evaluation Committee.

Morelli received his Master's of Public Administration (MPA) degree from the Maxwell School at Syracuse University and his B.A. in Public Management from the University of Maine. He is married and has three daughters, age 6 – 18.

Additional Coaching Resources

[Career Compass](#)

Monthly Advice Column

[Career Compass No. 75](#)

Patience Is A Leadership Virtue

[CoachConnect](#)

One-to-one Coach Matching: Find a coach or sign up to be a coach!

[Webinar Archives](#)

Watch more than 80 past Coaching Webinars with downloadable slide decks

[Talent Development Resources](#)

Start or Accelerate Your Coaching Journey

[Sign up for the complimentary email list](#)

The ICMA Coaching Program provides resources on best practices and career development to local government professionals worldwide. The program uses the knowledge and expertise of experienced managers and leaders to inspire, support, and guide emerging and mid-career professionals.

The ICMA logo, consisting of the letters "ICMA" in a bold, blue, sans-serif font. The logo is positioned in the bottom right corner of the page, partially overlapping a decorative graphic of overlapping light blue squares.

ICMA State Association Coaching Partners: Alabama, Alaska, California, Colorado, Connecticut, Delaware, Florida, Georgia, Illinois, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, North Carolina, Oklahoma, Oregon, Pennsylvania, South Carolina, Texas, Utah, Virginia, Washington, and Wisconsin.

ICMA Outreach Partners: Canadian Association of Municipal Administrators, Engaging Local Government Leaders, International Network of Asian Public Administrators, International Public Management Association for Human Resources, League of Women in Government, Local Government Hispanic Network, Local Government Management Association of British Columbia, National Association of County Administrators, National Forum for Black Public Administrators, Women Leading Government

The ICMA logo is positioned in the bottom right corner of the page. It consists of the letters "ICMA" in a bold, blue, sans-serif font. The logo is partially overlaid by a decorative graphic of several overlapping, semi-transparent light blue squares of varying sizes, which are arranged in a stepped, ascending pattern from left to right. The background of the page is white, with a solid blue horizontal bar at the top and a dark blue horizontal bar at the bottom. The bottom bar features a white diagonal line on the left side.