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**Effective Practices for Municipal Operations 101**

**2022 GMA Annual Convention**

**Saturday, June 25, 2022**

**8:15AM - 11:15AM**

**Welcome and Introductions** *Artiffany Stanley, Georgia Municipal Association*

**Process Principles – “How We Do Things”**

**-Acting Strategically** *Stan Brown, Georgia Municipal Association*

**-Operational Effectiveness**

**-Regulatory Compliance**

**-Fiscal Responsibility** *Judy McCorkle, City of Sandersville*

**-Asset Management**

**Stretch Break**

**People Principles – “How We Treat People”**

**-Employee Development**  *Artiffany Stanley, Georgia Municipal Association*

**-Customer Service**

**-Communication**

**Q&A** *Panelists: Artiffany Stanley, Judy McCorkle, & Stan Brown*

**Adjourn**