

This is a Regional Workshop for Training Code Enforcement Officers, Planners, Building Inspectors, Law Enforcement Officers, Public Health and Safety workers and others who work with citizens on a daily basis to ensure the health, safety and quality of life in neighborhoods. The necessary skills for an effective enforcement agent are a unique blend of knowledge, personal communication expertise, stress management and continual attention to process and procedures.

The City of Billings Code Enforcement Division is hosting an all-day training event with a nationally recognized expert, Kelvin Beene, to provide new and important information on effective personal communications, the social and economic responsibility of code enforcement agents, and building credibility with community residents. Kelvin Beene is a Nationally Certified Training Instructor with 29 years of enforcement experience ranging from law enforcement and code enforcement to protective services. Kelvin's passion is providing quality training for various organizations while interjecting a pleasant fun-filled learning environment. Kelvin is currently employed as the Property Standards Manager for the City of Aurora, Illinois. He also works as a code consultant with Lone Star Code Consultants. He is the former Ex-Officio and Past-President of the Code Enforcement Association of Texas. Kelvin's training is focused on the enhancement of the skillsets needed by enforcement personnel.

**Kelvin has provided training for the following agencies:**

Code Enforcement Association of Texas  
International Code Council-VariouS Chapters  
American Association of Code Enforcement  
Edu-code  
Building Professional Institute  
City of Milwaukee Building Services  
Illinois Association of Code Enforcement  
Mississippi Association of Code Enforcement  
Missouri Association of Code Enforcement  
Oklahoma Association of Code Enforcement  
Minnesota Building Services

Kelvin's training sessions in Billings, Montana for June 18, 2015 will cover an entire day and include the following three training sessions:

- **Verbal Judo** - This course teaches code officers techniques and strategies that will allow them to effectively communicate with internal and external customers. It also will empower officers to maintain a calm demeanor when faced with crisis situation. This is a scenario based training course.
- **Social and Economic Responsibility of Code** - This course redefines the importance of code enforcement on a social and economic level in today's society. It also depicts the financial impact that code enforcement has in our communities. It delves into the social aspects and psyche of neighborhoods and how code enforcement can impact their quality of life.

- **The Credible Code Officer** - This course teaches officers to sustain and develop their credibility with their constituents by using scenario based training modules. This course teaches the theory of building the relationships between different entities internally and externally.

This 1-day workshop will be held at the MSU-Billings – Downtown Campus at 214 N Broadway in Billings. We will extend invitations via professional associations to Code Enforcement Officers in Montana and the region as well as planners, building inspectors, law enforcement (city, county & campus), parking enforcement, animal control, police volunteers, parks personnel, public health agencies and others that may be interested. We have contacts throughout the state as well so we may attract code officials from other cities in Montana. There will be no charge to attend the training session. We will extend invitations via email, mailings, through our City web page and other e-resources.