

TEXAS ASSOCIATION OF COUNTIES LEADERSHIP PROGRAM

Certificate of Completion

Presented to

Carmen Ortiz

*This document verifies attendance and participation
in the 2014 Mid-Management Leadership Class*

*Leadership: When to Manage; When to Lead
Bolstering Communication Skills*

Building the Higher Performing Work Team

Personality Types, Diversity, and Productivity

Managing the Human Dynamics of Change

The Do's and Don'ts of Talent Management

We've Got to Stop Meeting Like This!

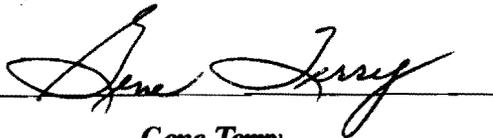
Powerful and Persuasive Written Communication

Managing for Excellence

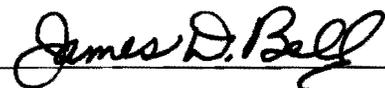
Character-Driven Success

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Leadership Program the first day of August, 2014



Gene Terry
Executive Director
Texas Association of Counties



James D. Bell
Professor of Management
Texas State University - San Marcos



Emmett & Miriam
McCoy
College of Business Administration