**MANAGEMENT: SYSTEMS FOR MANAGING PEOPLE, PLACES & THINGS**

**Monday, 25 February 2019 | 9:00am–5:00pm**

Rio Grande Depot, 300 Rio Grande Street, Salt Lake City, UT 84101

Natalie Petersen (Nonprofit Consultant) & Kevin Fayles (Utah Div of State History)

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:30–9:00 am</td>
<td>Arrivals so we can start promptly</td>
</tr>
</tbody>
</table>
| 9:00–9:15 am  | **Welcome & Overview** *(Everyone)*  
                   ▪ Housekeeping, ground rules  
                   ▪ Agenda overview and goals for today                                      |
| 9:15–10:00 am | **Homework Reporting Out** *(Everyone)*  
                   ▪ Report on MGMT activities assigned in Month 1 (4-5 minutes per museum)   |
| 10:00–10:30 am| **Systems for Managing Museum Operations** *(Natalie)*  
                   ▪ Why and how to establish broad organizational systems                     |
| 10:30–10:45 am| **BREAK**                                                                           |
| 10:45–12:15 pm| **Managing People** *(Kevin)*  
                   ▪ Accountability, job descriptions, internal systems, performance management  
                   ▪ HANDS-ON ACTIVITY #1: BEST Approach to Job Descriptions  
                   ▪ HANDS-ON ACTIVITY #2: Performance Review Dos & Don’ts: A Scenario         |
| 12:15–1:15 pm | **LUNCH** *(on your own)*                                                            |
| 1:15–1:45 pm  | **Managing Institutional Records** *(Natalie)*  
                   ▪ Why keep records? Recordkeeping policies, systems, and retention schedules |
| 1:45–2:15 pm  | **Managing Facilities** *(Natalie)*  
                   ▪ HANDS-ON ACTIVITY #2: Risk Management Prevention & Response  
                   ▪ Thinking holistically and long-term about facilities management          |
| 2:15–3:15 pm  | **Managing Emergencies** *(Kevin)*  
                   ▪ HANDS-ON ACTIVITY #3: What Will You Do?  
                   ▪ Emergency planning for people and facilities                              |
| 3:15–3:30 pm  | **BREAK**                                                                           |
| 3:30–3:45 pm  | **Wrap-up** *(Natalie & Kevin)*  
                   ▪ Recap & key takeaways, resources, forecast of AUD module  
                   ▪ Self-assessments for MGMT and AUD modules  
                   ▪ Module Checklists, Process for StEPs Certificates, UMA Conference         |
| 3:45–4:15 pm  | **Evaluation** *(Kari & Everyone)*  
                   ▪ Group discussion about MGMT module – successes, challenges, content, practice |
| 4:15–5:00 pm  | **Mentor Groups Break-out** *(Mentors with their 2-3 groups)*                      |