MIIA Risk Management Training

Employment Practices





Cally Ritter Leadership Program

Session Descriptions

Limited to 3 participants per MIIA member community

This is a 4 part series. (Repeat of October Series)
We ask that you commit to every session when you register for the series.
Registration for session one of this series automatically registers you for all 4 sessions.
December 1, December 8, December 15, January 5 - All sessions 10 am. to 12 p.m.

Register for entire series here

Participation in all 4 sessons of this training qualifies the MIIA member for 1% MIIA Rewards credit under Public Officials, School board or Law Enforcement Liability categories
(Must remain on camera on an individual device to receive training/MIIA rewards credit for this course)

Session 1

Developing Your Team: Coaching and Mentoring
December 1 2026
10:00 a.m.- 12:00 p.m.

- Identifying how coaching and mentoring differ.
- Learning when to effectively use each approach.
- Using mentoring scripts for structured conversations.
- Mastering common questions to guide and empower team members.

Session 2

Motivating Your Team: Positive Management Techniques
December 8, 2026
10:00 a.m.- 12:00 p.m.

- Recognizing common obstacles holding your team back from performing at their best.

- Mastering strategies to tap into both intrinsic and extrinsic motivators.
- Focusing on employee talents rather than managing performance deficits.
- Creating positive feedback habits that motivate your employees.

Session 3

Guiding Your Team: Leading Through Change
December 15, 2026
10:00 a.m.- 12:00 p.m.

- Understanding your own reactions to change.
- Using proven strategies to encourage others' receptivity to change.
- Recognizing the difference between pure exhaustion and resistance to change.

Session 4

Evaluating Your Team: Performance Appraisals
January 5, 2027
10:00 a.m.- 12:00 p.m.

- Using SMART goals to align employee contributions with organizational objectives.
- Delivering tough, constructive feedback with confidence.
- Drafting clear, actionable review comments that encourage professional growth.
- Identifying and eliminating common pitfalls and unconscious biases in evaluations.



About the Presenter:

Cally Ritter, the principal of Positive Ripple Training and Consulting, has spent more than 25 years as a leadership development facilitator, speaker, EAP consultant, and director of training. She works with forward-thinking organizations to inspire employees to make shifts in their thinking and behavior for greater work/life effectiveness. Cally engages her audiences with storytelling, humor, technology, and her contagious energy, and offers customized and dynamic sessions on topics such as communication, stress/resiliency, harassment/discrimination, employee motivation, performance management, positive management techniques, change management, and much more.

A Licensed Independent Clinical Social Worker, Cally has a bachelor’s degree from Bucknell University and a Master of Social Work from the University of Pittsburgh, is MCAD-certified, and is a certified Motivation Factor practitioner

Disclaimer: The material contained herein is intended for general informational purposes only. It is not intended as legal advice and should not be construed as such. Any inquiries concerning Massachusetts law should be directed to a city solicitor, town counsel or other licensed attorney.

MIIA Risk Management

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