



MEMO

TO: Cass County Commission
FROM: Bob Henderson, IT Director
DATE: February 25, 2022
SUBJECT: Cyber Security Liability Insurance

Dear Commissioners,

Enclosed is a proposal for the renewal of our Cyber Security Liability Insurance.

Current Cyber Security policies through the North Dakota Insurance Reserve Fund (NDRIF) are not adequate to protect against many of the cyber attacks affecting state and local governments in the recent past. NDRIF is limited to \$250,000 coverage for data breaches, such as the loss or exposure of customers personal data.

The current market for Cyber Security insurance is extremely competitive, as cyber carriers have tightened their risk appetites due to the increasing number of cyber incidents over the past twelve months. This is heavily reflected in the attached proposal, with **19** out of **27** underwriters declining to quote due to us being a government entity, and therefore a higher risk target.

Working with our Insurance Provider, the Information Technology team has put in countless new tools and policy changes to better strengthen our cyber controls at Cass County. By doing this, we have been able to secure the quotes presented in the proposal in front of you.

SUGGESTED MOTION:

Approve Cyber security liability policy with coverage amounts of \$ _____

Bob Henderson
Information Technology Director

PURCHASE OF DALE CARNEGIE TRAINING COURSES

SUGGESTED MOTION:

Move to authorize the purchase of two three-hour training sessions for Department Heads with Dale Carnegie and Associates, Inc. in the amount of \$6,000.



Strong Leaders, Strong Teams

Because the only sustainable competitive advantage of any organization is their people, Dale Carnegie training solutions are designed to unleash your workforce’s ability to foster and grow relationships with intention, setting you apart from the competition.

The Dale Carnegie training experience helps your workforce master the human relations skills that are often overlooked, and yet, directly linked to driving results, strong culture, and retention. As your team expands their self-awareness and comfort zones, they discover how to form closer, more rewarding relationships built on trust and respect.

They will evolve as more proactive communicators, efficient problem-solvers and become more adept at managing heightened interactions. You’ll see the results as your team stretches their abilities, tackles complex challenges, expands their ingenuity, and excels in building team excellence.

Partnership Summary

By acknowledging this agreement, Cass County Government commits to the investment to be invoiced upon signature. Should cancellations occur, a minimum 10% of the total project investment will be billed to recover lost opportunity cost for held dates, materials, preparation, and consulting time.

Name

Title

Signature

Date

Investment Overview

Two 3-hour Sessions: \$6,000

Dates: TBD with Cass County leadership

Location: Cass County Government

Number of participants:

2021 TOP 20 COMPANY
LEADERSHIP TRAINING
TRAINING INDUSTRY

northdakota.dalecarnegie.com
701.862.2391
1630 1st Ave N, Fargo ND



Leaders Who Build

Leading Strong Teams

Summary

Today's leaders have tall orders — especially when it comes to assembling a group of individuals who must work well independently and together. They have to bring out the best in a wide range of personalities, each with different skills and abilities, all while creating a competitive culture and spirit that builds courage, confidence and collaboration.

Context

Sometimes it seems the saying is true — that many people are “born leaders.” There are some leaders that appear to develop strong teams wherever they go through whatever task they are assigned. The truth is, people can learn to lead if they have the right mindset, tools and training.

In this module, you learn the strategies and tools that make managers look like born leaders. You will learn the challenges of leading a diverse group of individuals and specific ways to turn that group into a cohesive, high-performing team working together toward shared goals.

Completion of this module will empower participants to:

- Build on characteristics of strong teams for continuous improvement.
- Capitalize on individual strengths to take teams to higher levels of performance.
- Facilitate the intersection of diverse personalities in strong teams.
- Leverage competitive spirit to propel a team's progress.

Competencies that are addressed:

Primary Competency Categories:

Teamwork—Aligns resources matching talent to task to deliver most effectively on individual and team goals.

Leadership—Drives business results by aligning the vision, mission and values to enhance business value. Draws upon the unique talents and abilities of others to achieve profitable results.

Related Competency Categories:

Results Oriented—Passionate about accomplishments and dedicated to achieving goals and solving problems.

Accountability—Accepts responsibility and encourages others to do the same.

Interpersonal Skills—Consistently builds strong, long-term relationships both inside and outside the organization.

Communication—Practices active listening supported with relevant oral and written information

Diversity—Appreciates and leverages capabilities, insights and ideas across a group of individuals diverse in culture, style, ability and drive.



Leaders Who Build

Communicate to Lead

Summary

To engage and connect with others, leaders must not only be approachable, they must be effective communicators. This requires listening effectively, avoiding filters or biases, rephrasing to confirm understanding and speaking persuasively.

Context

A recent survey of Fortune 1000 firms determined that the ability to persuade others is one of the top 10 skills required of strong leaders.

The ability to persuade others requires discovering what's important to others and what influences their actions. That insight comes from listening. Best-selling author and highly respected leadership consultant, Marshall Goldsmith, asserts that 80 percent of learning from others is based on how well you listen. Listening is not a passive activity, but rather a highly active process. When you genuinely listen to someone without anticipating your reply, you build understanding, trust, and respect — all qualities that increase your chance at responding with a relevant and persuasive reply.

This module equips leaders with techniques to master the art of listening. Exceptional listening skills and the ability to convince others to a particular way of thinking sets great leaders apart.

Completion of This Module Will Empower Participants to:

- Discover how to influence action.
- Demonstrate effective questioning and listening skills that strengthen relationships.
- Consider various forms of communication and their impact.
- Create feedback opportunities throughout the communication process.

Competencies that are addressed:

Primary Competency Categories:

Communication—Practices active listening supported with relevant oral and written information.

Related Competency Categories:

Influence—Consistently directs situations and inspires mutual agreement and an all-win outcome.

Leadership—Drives business results by aligning the vision, mission and values to enhance business value. Draws upon the unique talents and abilities of others to achieve profitable results.



Bethany Berkeley

CEO and Franchisee, Dale Carnegie Training of ND & NWMN



Bethany is dedicated to helping individuals and organizations thrive. She earned her degree from the University of Texas at Austin where she was a research fellow and graduated top of her class and gave the commencement address. Bethany published two articles in the American Journal of Public Health and spent the beginning of her career in social work research and nonprofit organizational development.

She joined the Dale Carnegie team in 2016 as a Consultant, acquired equity as a Managing Partner in 2019 and in 2020 she became the majority owner and CEO of the North Dakota/Minnesota franchise. She leads the team, strategy, and direction for the business in North Dakota and northwestern Minnesota. Bethany is a Dale Carnegie Certified Trainer specializing in customized in-house training solutions focused on sales, client/customer experience, presence and communication, and leadership. Bethany's client base is heavily in manufacturing, agriculture, distribution, logistics, biotechnology, engineering, and government.

Bethany is passionate about giving back and serves as the Board Chair for Creative Care for Reaching Independence (CCRI) and is on the board of directors for The Great North Pole. She is a past participant of the United Way's 35 Under 35 Program and The Chamber's Leadership Program.

Bethany was selected as one of Prairie Business Magazine's Top 25 Women in Business for 2020 and as one of the '50+ People Moving Fargo Forward' by Fargo, INC! in 2021. She has been globally recognized annually, receiving awards by Dale Carnegie and Associates for her achievements in the industry, revenue generation, market penetration and training quality scores ranking in the top 5 globally. Bethany resides in Fargo with her two children and two dogs. She enjoys competitive skeet shooting, painting, and reading every chance she gets, outside of the business and family.

About Dale Carnegie

In 1912, Dale Carnegie founded the training industry in America, making them the only major continued to lead the industry with over 200 locations in 86 countries in 32 languages and 9 millions graduates. Dale Carnegie's training solutions are designed to unleash performance and level-up workforces to outpace the competition. Solutions are research-based and tested. Delivery formats are versatile, available live-online, in-person, or using blended platforms.

Primary focus areas are on centered on leadership, presence and communication, human relations, customer service, and sales training. The content is brought to life with relevance, industry context, in the moment coaching, and practice opportunities to use skills as they are acquired.

Locally, the Dale Carnegie of ND & MN has been partnering with organizations of all sizes across industries for over 20 years. The dynamic team of consultants and facilitators along with the support, brand, research, and content from Dale Carnegie & Associates gives the team a wide bandwidth and capabilities. The methodology and delivery process are unmatched – the certification journey takes a year or more to ensure trainers are equipped to deliver high-quality solutions to drive lasting transformation and sustainable results.

