

This is to certify that

***«First\_Name» «Last\_Name»***

Has satisfactorily completed an ICMA University

# Telling People What They May Not Want to Hear

November 15, 2018





\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Marc A. Ott Felicia C. Logan

 ICMA Executive Director ICMA Leadership Development