

A person wearing a blue suit jacket and a white shirt cuff is holding a small, square, red gift box. The box is wrapped in red paper with a subtle grid pattern and is tied with a red ribbon in a bow. The person's hands are visible, holding the box from the sides. The background is a blurred blue.

The Gift that Keeps on Giving

The Mentoring Series

FGFOA Conference
Tuesday, June 16, 2026
8:00 am – 9:40 am

Solving For



Staffing limitations



Succession planning/building talent pipelines



Developing junior staff's supervisory exposure

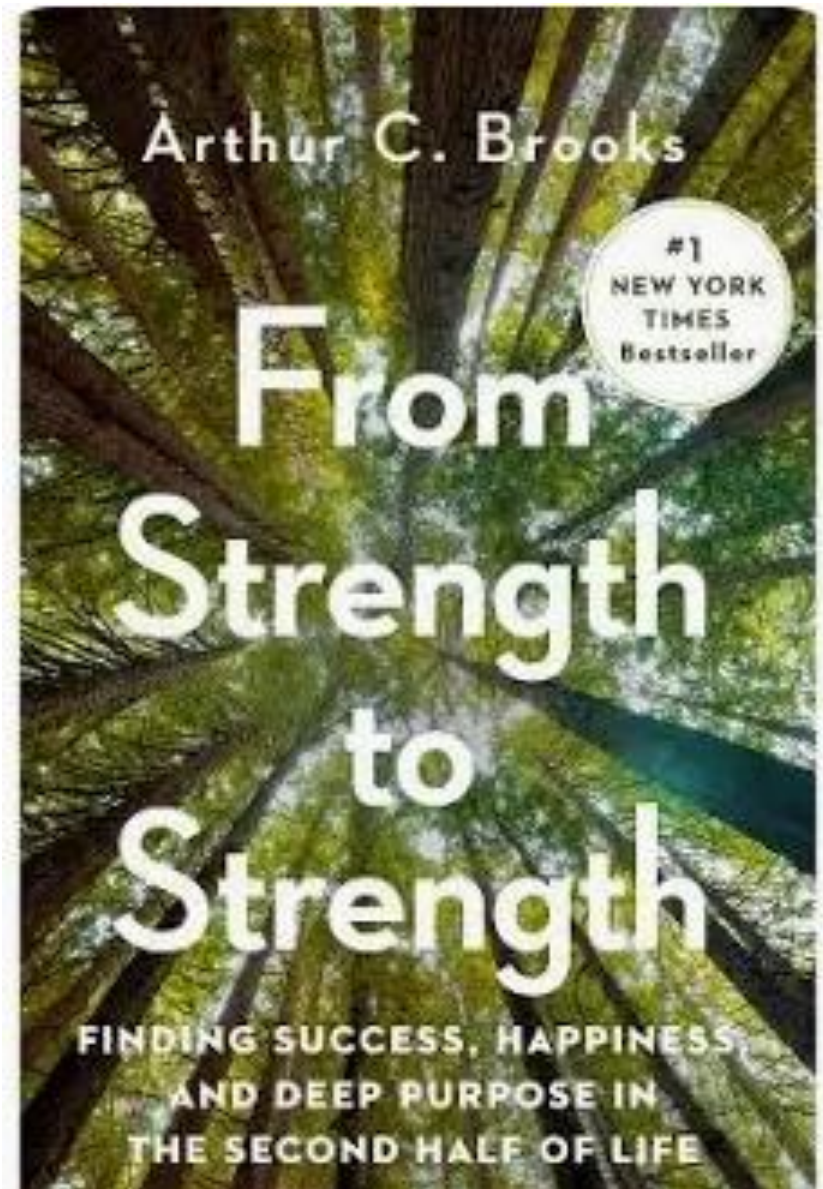


Knowledge management transfer



Seeking new perspectives

Inspired By



Brooks' Two Curves

- Fluid vs. Crystallized Intelligence
- Success changes form
- Mentorship = Second Curve



Brooks' Two Curves

The "first" and "second" curves represent distinct phases of professional and personal life, driven by shifting intelligence types.

The first curve, dominant in early adulthood, relies on "fluid intelligence" (innovation, speed), which declines.

The second curve relies on "crystallized intelligence" (wisdom, mentoring) that increases with age.

The First Curve: Fluid Intelligence



Definition: Characterized by raw smarts, fast problem-solving, innovation, and high working memory.



Characteristics: It peaks in late 20s or 30s and declines in one's 40s.



Usage/Examples: Young professionals, tech innovators, analysts, and individuals whose jobs require intense focus and high output.



Synonyms/Related Concepts: Fluid intelligence, resume virtues, first mountain (referencing similar concepts).

The Second Curve: Crystallized Intelligence

Definition: Characterized by accumulated knowledge, wisdom, teaching ability, and synthesizing information.

Characteristics: It increases during one's 40s, 50s, and 60s, lasting into later life.

Usage/Examples: Mentors, teachers, consultants, advisors, and leaders who synthesize information rather than inventing it.

Synonyms/Related Concepts: Crystallized intelligence, eulogy virtues, second mountain.

Key Takeaways for Transitioning



The Problem: Many people become addicted to the praise and success of the first curve, causing them to feel stuck or irrelevant as it declines.



The Strategy: To remain successful and happy, one must "jump" to the second curve, which involves transitioning from being an innovator to a teacher.



Actionable Steps: Prioritize relationships over professional achievements, cultivate spirituality, and embrace decline by letting go of the need for constant, rapid output.

Leaving a Legacy



FIRST CURVE BUILDS
RESUME VIRTUES



SECOND CURVE BUILDS
EULOGY VIRTUES

Identity Shift



From achievement
to contribution



Purpose over
prestige



Helping others
grow

Program Philosophy



PROJECT-BASED
INTERNSHIPS



THREE INTERNSHIP
CYCLES

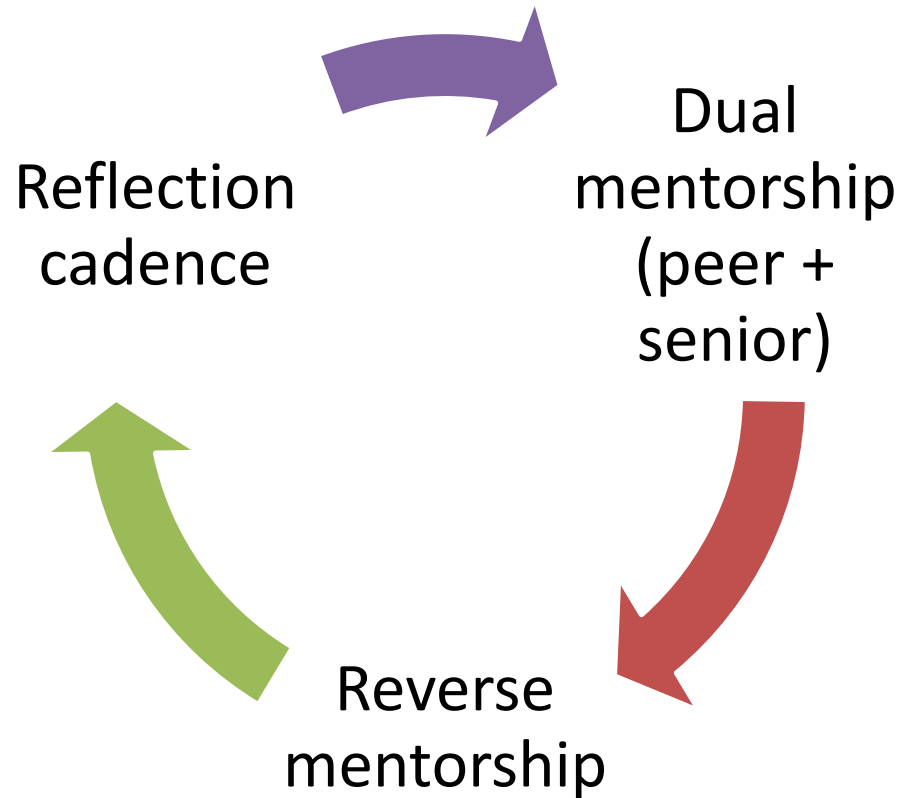


WORKING GENIUS
FRAMEWORK

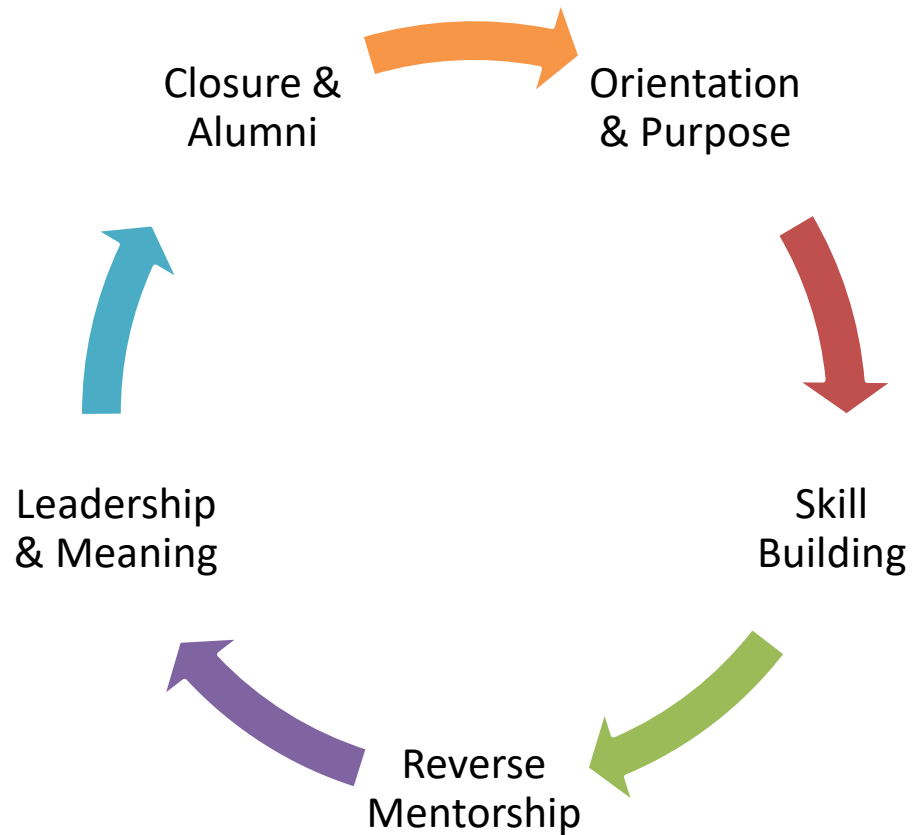


TWO-WAY
LEARNING MODEL

Apprenticeship Model



Timeline (5 Phases)



Second-Curve Checklist

Pick 2 fluid tasks

Define mentor-apprentice pair

Create artifact

Weekly BRAGs

Publish work

Pass the Torch

Symbiosis

- Interns' contributions improve the team, department, Town, community, processes, etc.
- Interns learn, achieve, and build their resume honestly
- Discover hands-on clarification between policy making, politics, and public administration

Pass the Torch

- Our program modified White House pass-the-desk note tradition where an outgoing president and staff leave personal, often encouraging letters for their successor, which started in 1989 under Ronald Reagan.





Intern Reflections: The Town of Palm Beach Experience



A community that welcomes, supports, and inspires.
Across every internship experience, one theme shines through:
The Town Manager's Office is a place where interns feel valued, encouraged, and empowered to grow.



**In their own words, the interns' reflections paint a picture of a place where...
you learn, you grow, you belong.**

Pass the Torch

Quote Extracts

- **Supportive environment**
- **Be a sponge**
- **Be bold**
- **Embrace the journey**
- **Shapes career path**



Quotable



“My time with the Town Manager’s Office... has been nothing short of amazing.”



“The culture, leadership, and ethics of the Town have blown me away.”



“You are in for a fantastic experience.”



“I had no prior experience in government, but Jess and Carolyn saw potential in me and believed in me.”



“Looking back, I see how much I have learned, grown, and matured.”

Quotable



“This experience has truly helped me develop my personal and interpersonal skill set while gaining real-world experience in government.”



“I cannot stress enough how much I enjoyed the opportunity to learn more about government in a broad setting.”



“This office is a wonderful place to work... I felt welcomed and supported.”

Quotable



“Welcome to the Town! I hope you enjoy your time here as much as I did.”



“The best advice I can pass on is to be a sponge. Soak up every bit of knowledge and experience you can.”



“Everyone here is super approachable and always happy to help.” “You’re joining a pretty neat community.”

Quotable



You will have the opportunity to work alongside some truly exceptional professionals.”



“This is an excellent opportunity to gain hands-on, real-world experience that will serve as a strong foundation for your future career.”



“The team is approachable, supportive, and some of the most genuine and dedicated professionals I’ve worked with.”

Quotable



“Working in the Town Manager’s Office has been a truly rewarding experience.”



“From day one, I felt valued and encouraged to learn and grow.”



“This internship pushed me out of my comfort zone in the best way.”



“It’s been a great opportunity for both personal and professional growth.”

Quotable



“Your experience will be rewarding and educational, shaping your professional journey.”



“Everyone in the Town Manager’s Office is absolutely amazing and will support you throughout your journey.”

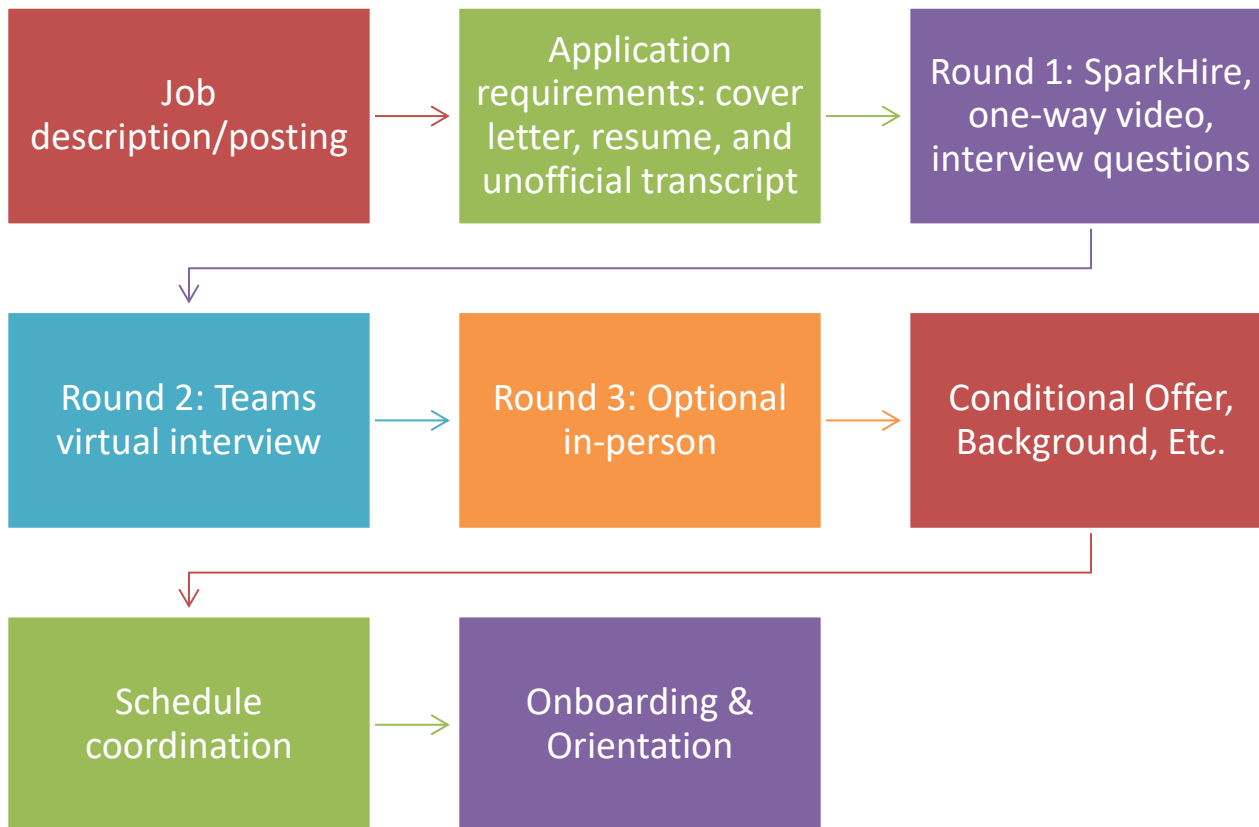


“Teamwork makes the dream work.”



“This internship has provided me with the skills and guidance I needed to go forward in my career confidently.”

The Process



Step 1 Job Description: Setting the Stage

This internship position is based in the Town Manager's office and will provide a strong understanding of the Town of Palm Beach's government structure, community, and policy. The Town Manager's Office has multiple divisions that the intern will experience, including the Town Clerk's Office and the Office of the Mayor and Town Council. Project-based initiatives have been identified for this position to develop and implement, including but not limited to public policy analysis and public meeting administration; the opportunity to explore the full spectrum of municipal clerking through hands-on projects that support public transparency, records management, public meetings, and community engagement; website design and messaging; communication and information campaigns; internal and external news communications; video messaging; strategic planning support; development of education, training, and information materials for new employees, Town officials, and the community; development of data analysis tools; and development of training and support resources, analytics, and reporting for new technology solutions.

Step 1 Job Description: Examples

Identified Projects


- Public policy, municipal code, state statute, and administrative procedure
- Public meeting administration
- Application of automation to digital records management
- Draft summaries of public meetings to use as public education tools.
- Develop visual guides that explain public meeting lifecycles (notice → age
- Website content, visual, and infrastructure design.
- Create and execute subject-specific communications and information can
- Script information for both internal and external communication platform
- Develop and produce video messaging highlighting departments, projects
- Create an organized catalog of digital imagery.

Orientation & Onboarding

- Extracts

ORIENTATION & ONBOARDING | Public Administration Intern

Initial training and resources

1. Working Genius
 - a. Take the assessment (email link)
 - b. [Podcast\(s\)](#)
 - c. Hoopla (West Palm Beach library-free) or [Palm Beach County- free audiobook](#)
2. Orientation resources (please see Katherine for Elected and Appointed SharePoint resources)
3. FCCMA (6) videos: <https://fccma.org/future-managers-virtual-bootcamp/>
4. Strategic Plan
5. [Glossary](#)
6. Website Training [videos](#), if needed
7. [CivicReady](#) training-How to publish a news release 

Schedule Coordination



11-May	KcD OOO	KcD OOO	KcD OOO	KcD OOO	KcD OOO
					CB OOO
					CS PM OOO
					JS PM OOO
	Jillian (9-5)	Jillian (9-5)	Jillian (9-5)	Jillian (9-5)	Jillian (9-5)
	Mikayla-start (9-3)	Mikayla (10-5)	Mikayla (10-5)	Mikayla (Off)	Mikayla (10-5)
18-May					
	KcD OOO			KC OOO	CB OOO
	Jillian (9-5)	Jillian (9-5)	Jillian (9-5)	Jillian (Off)	Jillian (9-5)
	Mikayla (8:30-3)	Mikayla (Off)	Mikayla (10-5)	Mikayla (8:30-3)	Mikayla (10-5)
	Gage-start (9-3)	Gage (10-5)	Gage (Off)	Gage (10-5)	Gage (10-5)
25-May					
				JS OOO-Conf	JS OOO-Conf
				CS OOO-Conf	CS OOO-Conf
					CB OOO
	HOLIDAY	Jillian (9-5)	Jillian (9-5)	Jillian (9-5)	Jillian (9-5)
	HOLIDAY	Mikayla (8:30-3)	Mikayla (Off)	Mikayla (Off)	Mikayla (Off)
	HOLIDAY	Gage (10-5)	Gage (10-5)	Gage (10-5)	Gage (10-5)
1-Jun					
	KcD #10				CB OOO
	KC #10				
	Mikayla (Off)	Mikayla (8:30-3)	Mikayla (8:30-3)	Mikayla (8:30-3)	Mikayla (Off)
	Gage (10-5)	Gage (Off)	Gage (10-5)	Gage (10-5)	Gage (10-5)
	Zoe-start (9-3)	Zoe (8:30-3)	Zoe (Off)	Zoe (8:30-3)	Zoe (8:30-3)

Knowledge Management Tools

HOW TOs

Documents > 0-Resources, Templates ... > **How To - All** ▾

☰ All Documents ▾



📄 Name ▾



How To - Adding Poli AI to CP homepage.docx



How To - Administrative Procedure Instructions.docx



How To - Administrative Procedures- updated in manual and electronic formats.docx



How To - AGREEMENT LOG Update.mp4



How To - AIMS - Vehicle Registration - TMO Only.docx



How To - All Calendaring.docx



How To - Business Cards.docx



How To - CivicReady Analytics- public meeting viewership measurement reporting.pdf

Ready, Set, Go



Electronic Project Planning
Tool



Strategic Plan alignment



Intern is assigned and paired
with a staff for mentorship and
assistance

O365 PLANNER

TMO: Administrative & Operations

+ Add task

Operational Efficiency... INTERN PROJECT
Governmental Lead...

- Admin Procedures
 - Reviewing existing Risk 'policies' and create
 - Review existing Risk 'policies' against Emplo

0 / 2

07/31

INTERN PROJECT Governmental Lead...

- Explore Policies
 - Social Media Policy
 - Text Policy
 - Website/AI Policy

0 / 3

12/31

Operational Efficiency... INTERN PROJECT
Governmental Lead...

- Admin Procedures: Titan
 - Create HOW TO
 - Upload all current Admin Procedures
 - Assign review date and reviewer
 - TO DO: Run similar Admin Procedures throu

0 / 4

08/01

TMO: Communications

+ Add task

Optimize Tech & Di... INTERN PROJECT
Public Relations Rel... INTERN PROJECT
Governmental Lead...

- Website Redesign
 - Add checklist from ClickUp

0 / 1

07/31

Public Relations Rel... INTERN PROJECT
Governmental Lead...

- Educational campaigns
 - How to use ParkMobile
 - About the beach - lifeguard spotlight and sa
 - Landmarks...what it takes
 - Highlight the boards and commissions and v
 - How to submit a public comment/Public Me
 - How to navigate the website

0 / 6

INTERN PROJECT Governmental Lead...

- Quarterly newsletters
 - Internal newsletter
 - External newsletter

1 / 2

07/01

TMO: Strategic Plan

+ Add task

INTERN PROJECT

- SharePoint site
 - Dashboard: CivicClerk
 - Dashboard: ClickUp embed/update
 - ClickUp forms update
 - Document/Files clean up
 - Collateral update/Budget presentation

0 / 5

INTERN PROJECT

- FY2027 update and collateral

TMO: Legislative

+ Add task

Public Relations Rel... INTERN PROJECT

- Templates: Beginning, Updates, End, and Implemented

Public Relations Rel... INTERN PROJECT
Governmental Lead...

- Legislative Items/Lobby Tools
 - Review signed bills, draft impacts to departm
 - Review signed bills, draft code impacts
 - SharePoint file organization
 - LobbyTool-review, file, tag, optimize ahead c
 - LobbyTool-statute flagging

0 / 5

07/31

Completed tasks 1

TCO: Public Meetings and Operations

+ Add task

Operational Efficiency... INTERN PROJECT
Optimize Tech & Di... INTERN PROJECT
Governmental Lead...

- Non EPL/Non TCO permit forms
 - Implement updates

2 / 3

06/12

Operational Efficiency... INTERN PROJECT
Optimize Tech & Di... INTERN PROJECT
Governmental Lead...

- TCO permits
 - Test TCO permit applications (aka secret sho
 - Create instructions for how to acquire the re
 - Guide

0 / 3

06/12

Operational Efficiency... INTERN PROJECT
Optimize Tech & Di... INTERN PROJECT
Governmental Lead...

- Permit FAQs
 - Add to Permit FAQs on website
 - Explore FAQ integration in EPL
 - Feed FAQs to Polli

0 / 3

TCO: Projects

+ Add task

INTERN PROJECT

- Finish completing Mayor & Town Council spreadsheet

INTERN PROJECT

- Election Past Participation Research

1 / 2

Due

INTERN PROJECT

- Polimorphic AI PRR (PRISM) testing

INTERN PROJECT

- Boards/Commissions
 - job descriptions/what is expected of a meml
 - produce public facing material for website

0 / 2

07/31

INTERN PROJECT

- Signature and notary legal requirements vs. practices
 - What needs a wet signature?
 - What are the digital signature requirements?
 - What needs to be notarized?

TMO: Administrative & Operations

+ Add task

Operational Efficie... INTERN PROJECT

Governmental Lead...

- Admin Procedures
- Reviewing existing Risk 'policies' and create .
- Review existing Risk 'policies' against Emplo

0 / 2

07/31



INTERN PROJECT Governmental Lead...

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0 / 3

12/31



TMO: Communications

+ Add task

Optimize Tech & Di...

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Governmental Lead...

- Website Redesign
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! 0 / 1

07/31



Public Relations Rel... INTERN PROJECT

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0 / 6

TCO: Public Meetings and Operations ...

+ Add task


Optimize Tech & Di... INTERN PROJECT

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2 / 3

 06/12

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Operational Efficie...

Optimize Tech & Di... INTERN PROJECT

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TCO permits

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Guide

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 06/12

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O365 TO DO

☰ Interns (items not on planner) ...      4






Add a task

   Add




PoliLog
 Overdue, Mon, April 20  

Weekending BRAGS
 Overdue, Fri, April 10  •  Thu, April 16 •  

> **Completed** 154

☰ Future intern project ideas ...      3

Add a task

   Add

Make a Wish & Dive In

- Create a master wish list of projects that are not everyday operational items that require more focus and research.
- Allow the interns to dive deep into subjects without interruptions, applying the 'privilege of focus' all while learning.





New Perspectives

A fresh approach from smart, inquisitive young people provides a platform for innocent questions that open the door to improvements and to applying different perspectives.

Professional Development and Workplace Tools Applied



Patrick Lenioni's
Working Genius



Dan Rockwell's
Leadership Freak (Aug
29, 2024)



Jim Collins' *Good to
Great*



Simon Sinek's *Start
with Why*

Working Genius

- **wonder (W):** Pondering, asking "why" or "what if," and noticing opportunities for improvement.
- **Invention (I):** Generating new ideas, solutions, and novel approaches.
- **Discernment (D):** Vetting ideas using intuition, judgment, and logic.
- **Galvanizing (G):** Rallying, motivating, and inspiring others to take action.
- **Enablement (E):** Providing support, assistance, and teamwork to get things done.
- **Tenacity (T):** Pushing projects to completion and ensuring results.

Wonder	
Genius	Frustration
Jess S. Katherine d. Kirk B.	Jayna B. Kelly C. Pat G. Penelope A.

Invention	
Genius	Frustration
Jess S.	Candice B. Jillian B. Katherine d. Kelly C. Penelope A.

Discernment	
Genius	Frustration
Carolyn S. Jillian B. Kirk B. Pat G.	Candice B. Jayna B.

Galvanizing	
Genius	Frustration
Candice B. Carolyn S. Penelope A.	Jess S. Katherine d.

Enablement	
Genius	Frustration
Jayna B. Kelly C. Penelope A.	Carolyn S. Jess S. Jillian B. Kirk B. Pat G.

Tenacity	
Genius	Frustration
Candice B. Jayna B. Jillian B. Katherine d. Kelly C. Pat G.	Carolyn S. Kirk B.



Key Takeaways for Young Professionals



- Find Your "Flow"
- Identify Your Frustrations
- Understand Teamwork
- Avoid Burnout

Reflection, Identification, & Planning



This Week's Brags

Big Rocks Moved

- Charitable Solicitation Permit educational materials produced and shared to Venues
- Internal and External Newsletters published
- Search bar fixed for public meetings page
- Finance new call log
- Activated all board members to receive agenda alerts with instructions to board portal
- Business impact estimate addition to CivicClerk"
Proactive hurricane templates complete
- PoliVoice AI launched with daily review and adjustments
- Laserfiche improvements: QC automation activated, simplified categories, and naming convention implemented.

This Week's Goals

- Gtechna/AIMS data review and standardization
- Communications HOW TOs and Knowledge Management Transfer
- Town Council Swearing In
- Administrative Procedures revisions, Titan software, and cross-references to published documents.
- Titan software HOW TO.
- CivicClerk HOW TO for Clerks in development.
- City of Aida resources

Big Rock Examples

Website Modernization & Digital Cleanup

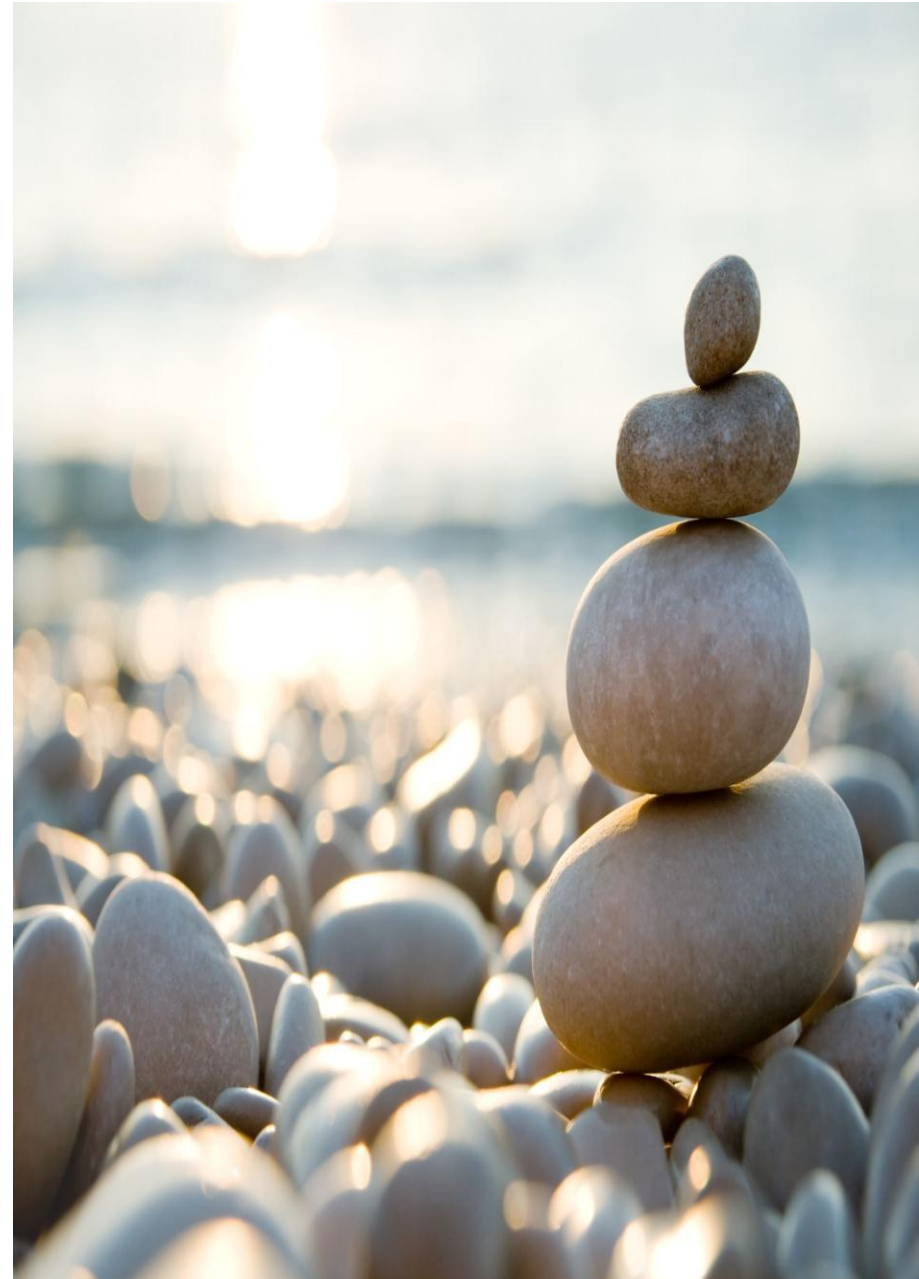
Communications & News Release
Production

ADA Compliance & Document
Accessibility

Website AI Knowledge System
Enhancement

Newsletter & Metrics Development

Emergency Preparedness & Hurricane
Season Materials



Obstacles and Time Vampires Examples



Time-Intensive, Manual Data Tasks



ADA Formatting Challenges



Phone / Customer Service
Interruptions



Access / Permissions / Technical
Barriers



Waiting on Responses from
Departments

Setting Next- Week Priorities Examples



**Start-of-Week Planning Anchored
in Existing Pipelines**



**Alignment With Upcoming
Calendar Events**



**“Follow-Up” as a Formalized
Weekly Task**



**Goal of “Finishing What Was
Started”**



**Building Templates, Guides, and
Reusable Tools**

Significant Projects



testing and deploying website AI tools



developing and implementing communication platform



synthesize code into digestible messaging



strategic planning alignment and reporting tools



automated reporting to deliver data and dashboards to managers on public records requests



website data and content cleanout and clarification



education material for complicated processes,

Making a Difference

Interns contributed directly to resident-focused transparency, operational efficiency, and improved digital service delivery.

Project Showcase – AI Tools



Testing →
Deployment



Interns: Ethan,
Olivia, Lillian



Website cleanup &
content
organization

Project Showcase – Emergency Management



Hurricane
templates & comms



Intern: Sophia
Caruso



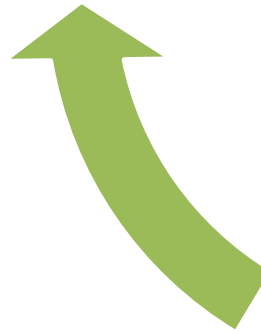
Decision trees for
residents

Project
Showcase –
Reports

Reduced
unprocessed
PRRs

GovQA
automation

Intern:
Ethan



Project Showcase – Web Content



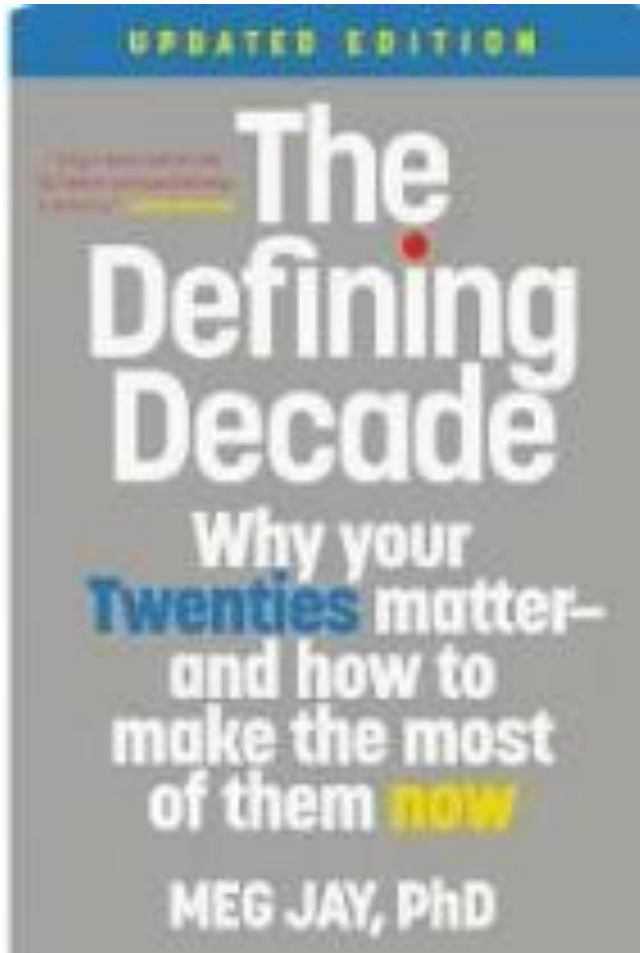
Synthesized
content into How-
Tos



Knowledge library



Historical boards
list



Saying Goodbye

Thank you

Jess Savidge

jsavidge@townofpalmbeach.com

(561) 227.6308

