



ROBERT L. QUINN  
COMMISSIONER

## State of New Hampshire

DEPARTMENT OF SAFETY  
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EDDIE EDWARDS  
ASSISTANT COMMISSIONER

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March 7, 2024

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

### REQUESTED ACTION

Pursuant to MOP 1301, VI, D, authorize the Department of Safety to allow Thomas Kaempfer, Assistant Director of the Division of Motor Vehicles, to travel outside of a 300-mile radius of the employee's office headquarters, by any mode other than economy class airfare on commercial airlines flying, to Arlington, Virginia to attend the American Association of Motor Vehicle Administrators (AAMVA) Leadership Academy, April 7-12, 2024, upon Governor and Executive Council approval. No funds are being requested for this travel.

### EXPLANATION

Permission is requested for Thomas Kaempfer, Assistant Director of the Division of Motor Vehicles (DMV), to travel to Arlington, VA to attend the AAMVA Leadership Academy. The AAMVA Leadership Academy is a premier training opportunity to train motor vehicle leaders throughout the country. The Leadership Academy is a highly sought-after training among DMVs throughout North America and only 20 individuals are selected to participate each year. Assistant Director Kaempfer was among one of the 20 to be selected for this year's class. Topics include training on team building, public speaking, and employee coaching, along with visiting the Virginia DMV to learn strategies for effective management of DMV locations.

The Department of Safety is requesting that Thomas Kaempfer be allowed to drive to Arlington, VA instead of flying, 496 miles each way, as he intends to incorporate personal time into the trip. The entire cost of the training, is being paid directly by AAMVA and no expenses will be charged to the DMV budget for this travel. Please see attached Form A-24 for expense totals.

Respectfully submitted,

  
Robert L. Quinn  
Commissioner of Safety





**American Association of  
Motor Vehicle Administrators**

**VISION**

*Safe drivers  
Safe vehicles  
Secure identities  
Saving lives!*

**AAMVA Leadership Academy  
April 8 through 11, 2024**

**AAMVA Headquarters  
4401 Wilson Boulevard, Suite 700  
Arlington, VA 22203**

All sessions are at AAMVA headquarters unless otherwise indicated.  
Breakfast vouchers will be provided for the Westin Hotel restaurant.

**Monday**

9:00 am - 10:30 am

**Welcome, Overview, and Defining Leadership**

AAMVA Leadership welcomes attendees and facilitates a getting-to-know you exercise that explores personal commonalities and perceptions of leadership.

*Ian Grossman, President & CEO, AAMVA*

10:45 am - 12:00 pm

**Leveraging Your Association: AAMVA, Yeah We Do That....**

Learn how your association can help solve your latest business challenges: an overview of AAMVA's products, services, and best practices.

*Ian Grossman, President & CEO, AAMVA*

12:00 pm - 1:00 pm

**Lunch: 6<sup>th</sup> floor lunchroom**

1:00 pm - 5:00 pm

**Building Teams with Collaboration & Innovation**

*Westin Hotel Fitzgerald A & B*

This up-on-your-feet, interactive experiential learning program, uses the tenets of improvisation to strengthen skills related to Team Building.

Communication, Creativity & Innovation, and Adaptive Problem Solving.

*Bob Kulhan, Business Improv*

5:45 pm - 9:00 pm

**Dinner and Bus Tour of Washington DC - Bus leaves from Westin hotel**

## ***Tuesday***

9:00 am – 12:00 pm

### **Coaching: Supportive and Directive Approaches**

Coaching is an effective tool for the continuous growth of an organization. Learn to use a variety of coaching techniques and approaches, depending on the person and the circumstances.

*John Purcell, Dale Carnegie*

12:00 pm – 1:00 pm

**Lunch, 6<sup>th</sup> floor lunchroom.**

1:00 pm – 5:00 pm

### **Effective Presentation & Speaking Skills**

Develop skills to speak with confidence, use vocal range, tone, and gestures for greater impact, and conduct question and answer sessions effectively.

*John Purcell, Dale Carnegie*

## ***Wednesday***

8:30 am – 9:15 am

Travel to Virginia Department of Motor Vehicles, bus leaves from AAMVA (LE participants will visit a State Police facility)

9:15 am – 9:45 am

### **Session: Customer Service**

*Virginia Department of Motor Vehicles*

DMV staff will share information on operations, how the pandemic influenced their current service model, and highlights of key initiatives currently underway.

9:45 am – 12:15 pm

### **Tours/Demonstrations**

*Virginia Department of Motor Vehicles*

Visit with DMV program managers and see their innovative services in action. (Break time determined by DMV staff – approx. 10:45)

12:15 pm – 1:00 pm

Lunch at VA DMV

1:00 pm – 2:00 pm

Travel to AAMVA headquarters. Photo at fountain.

2:00 pm – 3:00 pm

### **Leadership Journey and Lessons Learned**

*Spencer Moore, AAMVA Chair of the Board and Commissioner, Georgia Department of Driver Services*

AAMVA's Chair will share his insights on leadership best practices.

3:00 pm – 4:30 pm

### **Open Roundtable**

The class will break into small groups to share leadership challenges & problem solving techniques.

*Ian Grossman, President & CEO, AAMVA*

**Thursday**

9:00 am – 12:00 pm

**Challenging Your Leadership Paradigm**

Leadership vignettes and case studies provide an opportunity to challenge your approach in different situations.

*Brian Ursino, Director of Law Enforcement Programs, AAMVA*

12:00 pm – 1:00 pm

**Lunch, 6<sup>th</sup> floor lunchroom.**

1:00 pm – 5:00 pm

**Building a Better Workplace with DiSC**

Learn about your DiSC style, understand other styles, and build more effective relationships.

*Dr. Dorine Lawrence-Hughes, Cooper Consulting Group*

6:00 pm – 9:00 pm

**Graduation Reception & Dinner**

*Westin Hotel - Fitzgerald B*

**Friday**

**Travel home**