

ICC COURSE NUMBER	COURSE TITLE	DESCRIPTION	HRS CEUs
38787	Stronger, Smarter, and Innovative Code Enforcement	Creating innovative ways to enforce code in the community is essential for maintaining a well-functioning and harmonious environment. With a professional tone, it is crucial to recognize the importance of stronger, smarter, and innovative code enforcement strategies. By continuously enhancing our approach, we can effectively address various challenges and ensure compliance throughout the community.	3.0 0.30
12959	Creating Great Code Enforcement Officers	In many small municipalities, there is no formal code enforcement officer/inspector training. How does one develop basic enforcement officer skills without any formal training? This course is designed to bridge the divide and create great code enforcement officers with basic project management tips and developing process-driven workflows.	3.0 0.30
38649	A Fresh Perspective on Code Enforcement	Problem-solving is an essential activity in our fast-paced lives that requires focus and attention. By taking a moment to pause and observe the issue from a new viewpoint, we can gain a fresh perspective on the problem, leading to innovative solutions to complex problems.	2.0 0.20
34224	Capacity Building in the Community with Code Enforcement	This course introduces the concept of capacity-building as the process of developing and strengthening the skills, instincts, abilities, processes, and resources that regulatory organizations and communities need to survive, adapt, and thrive in a fast-changing world.	3.0 0.30
15576	Bridging the Communication Gap in Code Enforcement	The future of the public service is under intense scrutiny and review as to its effectiveness and whether it provides value for money spent by taxpayers. To bridge that gap a more concerted effort must be made to bring information to the public in plain language.	4.0 0.40
27613	Code Enforcement and Human Trafficking	This course will introduce regulatory officers to the intersections between what we see in terms of signs & identifiers, physical structures & environments where sex and labor traffic take place.	3.0 0.30
26503	Developing a Dynamic Training Presence (Train the Trainer)	This course is designed to assist potential regulatory trainers with effective techniques for delivering training material. With a concentration on providing training to regulatory officials, this course will help the potential trainers talk to other subject matter experts about best practices, while maintaining the interest of the attendees.	6.0 0.60
34329	The Blueprint - Making, Maintaining or Building a Code Project or Initiative	"The Blueprint" class will be a guide for making, maintaining, or building a team, a project, or a code enforcement initiative. Attendees will create a template, design or pattern for success that can be followed and used in any local government space.	3.0 0.30
12963	Courtroom Procedures for Code Officers and Inspectors	This class introduces and reinforces guidelines for code officers while appearing in front of Enforcement Boards, or Judges. These guidelines are intended to acquaint officers with issues of procedure, evidence, and testimony.	6.0 0.60
13155	Procedures for Officers and Inspectors	The role of the code enforcement officer or inspector in a municipality is one of respect and confidence. This class is designed to reflect knowledge of how code enforcement officers and inspectors can integrate best practices into their service delivery.	3.0 0.30

26718	Code Enforcement and Landlord Tenant Relations	When dealing with rental properties, local code officers may encounter property owners who shift compliance responsibilities to their tenants, and tenants who shift compliance responsibilities to their landlords. Although the Landlord-Tenant Act governs these interactions, cities and counties can adopt additional restrictions and regulations to clarify the responsibilities of both property owners and tenants	3.0 0.30
26063	Effective and Safe Field Inspection	The purpose of this course is to help the attendees develop techniques to effectively conduct safe onsite field inspections, how to plan and conduct effective issuance of permits, stop work orders and other regulatory enforcement related to the permit process, how to use develop and use electronic checklists to save time and improve inspection quality, and how to communicate results	3.0 0.30
24906	The True Value of Code Enforcement	Creating a synergy between economic development, zoning, community development and code enforcement allows for a comprehensive approach to community growth and improved quality of life. This course will explore the way code enforcement impacts communities across the nation and discusses how regulators provide service that drive change in a community.	4.0 0.40
24905	Dealing with Difficult People	Code enforcement officers and regulatory officials need to understand the personalities of the people they encounter on the field (customers) to deal with them appropriately and to resolve problems efficiently. This course will explore the four primary personality types and discuss how to deal with the attitudes of difficult residents you may come face to face with.	4.0 0.40
24907	Effective Local Government Management	This course is designed to challenge local managers to use strategic thinking to guide decision-making and let the lessons of today teach them how to use tactical deployment of resources to effectuate change in a community. Attendees will be guided in achieving the community mission and helped in ushering in new local government policies that will result in productivity and effectiveness.	6.0 0.60
38849	Legal Code Enforcement and Compliance Administration	Enforcing the law written by a legislative body whether criminal, civil, or administrative; code compliance deals with these statutory laws.	3.0 0.30
26966	Code Enforcement and Animal Encounters- Online Training	Because dogs and various other animals have become so much a part of U.S. society, regulatory enforcement officers routinely deal with them in the line of duty, and not just when responding to complaints.	3.0 0.30
12961	Protecting Complainant Confidentiality	Confidentiality or nondisclosure is an arrangement by two or more parties in which some or all the parties agree that certain types of information that pass from one party to the other will remain confidential. In municipal government, such arrangements attempt to protect complainants from retribution when there are potentially sensitive issues at hand.	3.0 0.30
27159	Reclaiming your Relevancy	In the regulatory enforcement world, "relevance" can mean the state of being intricately connected or appropriate to the matter in hand. To be relevant is thus to be important, but the term implies more than that. A code officers, to be relevant means being an integral part of your community, your department (or team) and of the future.	3.0 0.30
27612	SOPs, KPIs and Performance Metrics	One of the main reasons regulatory work flies under the radar is that the story is not properly being told. Many other departments in local government use performance metrics and KPI's to tell their story; in other words, they prove their worth to the decision makers. Establishing KPIs in the code enforcement realm is therefore a fantastic way to prove the value of code enforcement activity.	3.0 0.30
12962	Vacancy, Blight and Local Governments	Most municipalities confronted with high rates of vacancy and blight are struggling. Recently, more government officials, community leaders and neighborhood organizations have seen the light in terms of understanding the severity of the crisis. The amount of vacant property in some communities is impossible to ignore.	6.0 0.60

12964	Back to Basics Code Enforcement Strategic Planning	During this session, participants will explore the suggestion that code officers have become too concerned with complicated details or new theories; and that they should concentrate on simple, important ideas or activities associated with code enforcement and compliance.	3.0 0.30
15577	Legal, Ethical and Moral Code Enforcement	Ethics and morals relate to “right” and “wrong” conduct. While they are sometimes used interchangeably, they are different. Is following the rules the safest option? This course is designed to explore the world of these concepts in a regulatory environment and to help officers and inspectors develop practices to stay abreast of the right and wrong things to do during their daily workday.	4.0 0.40
13153	The Apartment Inspection Program/ Code Enforcement Sweeps	Resistance to multifamily rental housing is a growing phenomenon in communities around the country. Community opposition to these development projects runs smack up against powerful demographic trends. Population growth in the U.S. continues at an elevated level – certainly in comparison with other developed countries – and will require considerable new residential construction.	3.0 0.30
13154	Legal Aspects of Code Administration	This session will provide an understanding of the legal foundation upon which code enforcement rests. Participants will learn many of the legal parameters in which they must work, including the history of ordinances and their enforcement, the hierarchy of laws and courts, the structure of local government, constitutional provisions relating to enforcement cases, “home rule,” state laws, types of court proceedings and the courts in which they are brought.	6.0 0.60
13157	Code Enforcement and Tree Protection	Trees play a unique role in enhancing the quality of life in urban areas by the provision of aesthetic, environmental and societal benefits. Some municipalities recognize this and seeks, where appropriate, to protect some of its tree population.	3.0 0.30
16699	Dealing with Regulatory Inspections	Many cities and counties have adopted new laws to regulate multifamily communities and apartment homes. This training is designed to help property managers, apartment maintenance staff, multi-family apartment owners and others in the apartment industry understand the mission and purpose of code enforcement inspections, and other regulatory requirements	4.0 0.40
18655	Planning, Zoning and Land Development for Code Officials	This presentation was developed to provide code officials with the general processes and procedures that guide the issuance of permits and business licenses within a municipality and familiarize attendees with zoning concepts.	6.0 0.60
19031	Zoning and Code Enforcement	Communities use zoning to guide growth and development in harmony with current and future land use and to protect health, safety, appearance, and prosperity. This course is designed to introduce participants to zoning concepts and provide an overview of zoning concepts that code officials can use in enforcing regulations.	6.0 0.60
19032	Dealing with Foreclosures, Bankruptcies and Receiverships	Zombie, vacant and blighted properties litter neighborhoods with a disproportionate number reverted to the control of banks, receivers, and entities with little concern about code violations. This situation requires the local code official to consider different strategies for compelling property clean-up and code compliance on the part of the responsible party.	6.0 0.60
19566	Leading a Winning Code Enforcement Team	A good leader is hard to find at any level of your municipality. This course is designed to help directors, managers, supervisors, or others in a leadership position of regulatory teams develop a winning outcome.	6.0 0.60
34483	The Intangibles of Regulatory Enforcement	In code enforcement, there are many aspects of the job that can be considered intangible or unable to be touched, grasped, or not having physical presence. While we have processes and metrics to guide us, there are abstract qualities and attributes of effective code enforcement, and this class is designed to highlight the intangible assets used by code officials that do not appear in an SOP or contained in a policy.	3.0 0.30

19364	Effective Inspection Programs	This course is designed to introduce regulatory officials to several programs used to regulate multifamily and single-family rental housing.	6.0 0.60
13156 40598	Customer Service Principles for Front-Line Municipal Staff	This program is designed to help a team, division, department, or an entire municipal organization establish a service strategy and develop customer service behavioral standards to all citizen responders and front-line staff. <i>* See Customer Service Ways class number 40598</i>	3.0 0.30
18743	Property Maintenance and Housing Enforcement	The purpose of this course is to provide a framework to assist in creating a comprehensive strategy to combat blight and maintain properties in a community.	3.0 0.30
39436	Leadership Essentials for Success	Leadership holds immense value as it empowers individuals to inspire and guide their teams toward success. This course will show how leadership is highly valuable in all workspaces as it enhances personal growth and provides a foundation for the growth of any organization.	3.0 0.30
26766 12960	Code Compliance and Sign Enforcement	This course will give code officials the ability to discern aesthetic interests in comparison to the importance of free speech. <i>* See Right Of Way Encroachment class number 12960</i>	3.0 0.30
41199	Abatements, Demolitions and Cease and Desist Strategies for Nuisances and Blight	The municipality uses its authority to issue a cessation order to stop any person from proceeding with any activity when it has reason to believe that the activity either is proceeding in violation or is otherwise in contravention of the public interest. This class will discuss the benefits of using blight remedies like abatements, demolitions and cease and desist orders to act on dilapidated housing.	3.0 0.30
40112	Understanding and Dealing with Mental Health issues in a Regulatory and Code Enforcement Setting	This course will explore ways to heighten the awareness of regulatory inspectors to reduce the risk of potential injury as it relates to dealing with the residents we serve; and to develop coping strategies for personal mental wellness. This course will discuss ways people in the regulatory field can help promote a mental health-friendly workplace, for the benefit of themselves and their colleagues.	3.0 0.30
43875 44072	Code Enforcement from A to Z	This course is designed to introduce the attendee to many of the fundamental code enforcement topics and serve as a guide to explain the subject thoroughly, covering all relevant points from start to finish. <i>* See Abatements to Zoning and all in between class number 44072</i>	3.0 0.30 / 6.0 0.60
49651	Emotional Intelligence for Code Officials: Regulating with Calm, Clarity & Confidence	This course introduces the principles of emotional intelligence as a tool for communication, de-escalation, and personal resilience. Officers learn how to recognize emotional triggers, regulate responses, build rapport with residents, and maintain professional grounding in high stress regulatory encounters.	3.0 0.30
49652	Community Mediation Skills for Regulatory Professionals	This course teaches conflict resolution, de-escalation, and mediation techniques tailored to landlord-tenant disputes, neighbor conflicts, nuisance issues, and emotionally charged field interactions.	3.0 0.30

