

# MOUNTAIN REFRESHER

## DAY 1

Tuesday, May 15

- High Performing Governance: Bridging the Gap between Political Acceptability and Operational Sustainability (Opening Plenary 1/2 day session, pm)

## DAY 2

Wednesday, May 16

- Effective Governance Tools (1/2 day session, am)
- R & R: Revisiting & Reinventing the Basics of Municipal Management – “Getting Started on Asset Management” (1/2 day session, am)
- Turning Passion into Action, becoming the leader you want to be (1/2 day session, repeated))
- How to Make Yourself an Irresistible Employee (1/2 day session, pm)
- R & R: Revisiting & Reinventing the Basics of Municipal Management – “Dispelling the “3 Ls” and Other Common Myths: Access and Privacy in Our Municipal World” (1/2 day session, pm)

## DAY 3

Thursday, May 17

- Legal Stream I: “Off-site Levies – An Old Tool With New Possibilities” (1/2 day session, am)
- Think, Plan, Act - how to create extraordinary results in work and life (1/2 day session, am)
- Your Conflict Resolution Style (1/2 day session repeated)
- Legal Stream II: “Getting Engaged – Regional Collaboration and Public Participation” (1/2 day session, pm)
- Presentation Inspiration - how to inspire any audience to action (1/2 day session pm)

### High Performing Governance: Bridging the Gap between Political Acceptability and Operational Sustainability

Begins: Tuesday, May 15 – 1:30 pm

Ends: Tuesday, May 15 – 4:30 pm

**Presenter:** John Nalbandian, PhD.

Separating politics from administration is crucial to making sure than administrative staff feel comfortable telling elected officials “what they need to know rather than what they want to hear.” But, nothing gets done without connecting the arenas of politics and administration—bridging the gap. The gap is growing, drawing administrative staff into the gap as allies to the chief administrative officer.

Working in the gap requires “bi-lingual” capacity—can you understand political logic? And, can you translate the logic for your staff? Those who are bi-lingual understand that politics involves conflicts among desired community values as well as differences in the logic of politics and administration.

### Effective Governance Tools

Begins: Wednesday, May 16 – 9:00 am

Ends: Wednesday, May 16 – 12:00 noon

**Presenter:** Leroy Sloan, PhD.

What does this Council want from administration? Is second guessing, involvement in administrative matters, in-fighting and constant criticism a part of your reality? Are you feeling like a victim rather than a leader? It is time to move the focus of control from “them” and “they” to “us” and “me”. If you want a different reality, change the processes utilized. If you always do what you always have done, you will always get what you always have gotten. If there is a need and a desire to strengthen the leadership team this session is for you and your team. Relationships and results improve markedly when an organization adopts effective governance tools and processes such as the following:

- Effective strategic planning processes including clearly defined key results
- Fair accountability tools (for council and the CAO),
- Evaluation processes designed to meet the dual purposes of growth and accountability,
- Defensible compensation policies
- Policies which clearly articulate roles and responsibilities and distinguish between political and administration sandboxes

Municipal organizations need to have clearly defined roles for the council and CAO which are distinct from yet complementary to one another. Councils and CAO's also require effective governance training which leads to the adoption of improved governance processes which build and strengthen positive professional working relationships and the achievement of improved measurable results.

### R&R: Revisiting & Reinventing the Basics of Municipal Administration/Management – “Getting Started on Asset Management”

Begins: Wednesday, May 16 – 9:00 am

Ends: Wednesday, May 16 – 12:00 noon

**Presenter:** TBA

The session will include an update on Alberta's efforts to promote best practices in asset management including the upcoming corporate planning requirements, the Asset Management toolkit and available grant funds. Strategies will also be discussed for getting started on asset management in your organization.

### Turning Passion into Action, becoming the leader you want to be

Begins: Wednesday, May 16

9:00 am or 1:30 pm

Ends: Wednesday, May 16

12:00 noon or 4:30 pm

**Presenter:** Marvin Washington, PhD.

There are lots of books, blogs, and websites devoted to helping you become a more purposeful person. Sometimes we call it developing consciousness, finding your purpose, or discovering your passion.

While that is extremely hard, unfortunately its the easy part of the equation. To be successful you need to have passion (purpose, deeper consciousness of what gives you joy and energy), but you also need to be able to translate that passion into action. In this session, I will describe some activities that you can do that will help you to turn your passion into meaningful and productive habits.

### How to Make Yourself an Irresistible Employee

Begins: Wednesday, May 16–1:30 pm

Ends: Wednesday, May 16 –4:30 pm

**Presenter:** Leroy Sloan, PhD

Another municipal election has come and gone and shortly thereafter so have some of your colleagues. It leads one to ask: (1) Why does this phenomena exists? And (2) Since I do not wish to leave my present position, is there anything I can do to make myself an irresistible employee? This session examines the qualities that tend to make one fire proof. In addition, if moving on is something that looks more attractive post-election what might be done to positively position oneself before the feeling becomes mutual? Be the author of your preferred future.

### R&R: Revisiting & Reinventing the Basics of Municipal Administration/Management – “Dispelling the “3 Ls” and Other Common Myths: Access and Privacy in Our Municipal World”

Begins: Wednesday, May 16 - 1:30 pm

Ends: Wednesday, May 16– 4:30 pm

**Presenters:** Debbie McCann CLGM, and Jennifer Maskoske CLGM– Municipal Affairs  
Kristan Cook and Jesse Sopko, City of Edmonton

The public's rights to access information held by municipalities and to attend council meetings promote government accountability and transparency and enable more effective participation in the democratic process. However, common persistent myths including “Land-Legal-Labour” continue to limit these important principles. In this interactive session, representatives from Alberta Municipal Affairs will outline the newly added requirements for closed council meetings and the corresponding information access and privacy legislation. Representatives from the City of Edmonton will then present some of the city's award-winning open data initiatives and share best practices that can be implemented by municipalities of all sizes and capacities in order to foster a culture of accountability, openness and transparency.

### Legal Stream I: “Off-site Levies – An Old Tool With New Possibilities”

Begins: Thursday, May 17 – 9:00 am

Ends: Thursday, May 17 – 12:00 noon

**Presenter:** Lorne Randa, Brownlee LLP

Recent amendments to the Municipal Government Act have resulted in expanded utility of off-site levies as a cost recovery tool for municipalities. The amendments allow cost recovery for what are often referred to as the soft services – recreation facilities, police stations, fire stations and libraries. These amendments also include changes to the requirements in establishing and implementing

off-site levies (for both the existing four pillars of municipal infrastructure (i.e. water, sanitary sewer, storm water and roads), and the new soft services) in an effort to increase accountability, collaboration and transparency. This session will explore these amendments through lecture and discussions with colleagues and legal practitioners, addressing what these changes will mean to municipalities with existing off-site levy bylaws, to those considering putting into place a new off-site levy bylaw, and to those wishing to expand levies into the soft services.

### Think, Plan, Act - how to create extraordinary results in work and life

Begins: Thursday, May 17 – 9:00 am

Ends: Thursday, May 17 – 12:00 noon

**Presenter:** Hugh Culver

It is possible to survive, even excel, in our new Age of Distraction – but only if you change how you Think, Plan, and Act. Based on his best-selling book, Give Me a Break, Hugh Culver's high-energy keynote is perfect for busy people with To-Do lists that never end.

Consistently voted as “best of the event”, Think, Plan, Act challenges audiences to rethink what it means to be “effective” and how to create real results and a rich life.

Part motivational, part instructional, and part challenging, this content-rich keynote presentation is an exciting experience for any audience. Nurses, CEO's, salespeople, and accountants have all voted with standing ovations to Hugh's Think, Plan, Act. Three powerful lessons:

- THINK – changing your results starts by changing your story. This life-changing lesson continues to impact chronic procrastinators, frustrated leaders, and overwhelmed employees.
- PLAN – interruptions are inevitable – poor planning shouldn't be. Learn how to Plan Like A Pilot and work from a Flight Plan that can literally create time.
- ACT – discover how better habits improve willpower, resilience, productivity, and results. Learn how to build a new habit and make it “sticky” with better rewards.

### Your Conflict Resolution Style

Begins: Thursday, May 17

9:00 am or 1:30 pm

Ends: Thursday, May 17

12:00 noon or 4:30 pm

**Presenter:** Jack Novack, Dalhousie University

**Class Limit:** 30 students per session

Conflict is an inherent part of the life of a municipal administrator. If everyone agreed on exactly what to do and how to do it then there would be no conflict. But this is unrealistic. Whether it is relations with council, with the community or with staff, there will be the inevitable times when conflict arises. So the issue is not so much the presence of conflict since it is somewhat inevitable but rather how it is that you respond to it. In this session you will learn about the five conflict handling modes and the circumstances under which each one is appropriate. Using the Thomas-Kilmann Conflict Mode Instrument, you will identify your default conflict resolution style along with its strengths and weaknesses. You will have practice in assessing different conflictual situations

and matching the appropriate conflict resolution style. This workshop will be highly interactive and is limited to 30 people.

### Legal Stream II: “Getting Engaged – Regional Collaboration and Public Participation”

Begins: Thursday, May 17 – 1:30 pm

Ends: Thursday, May 17 – 4:30 pm

**Presenter:** Barry Sjolie QC, and Derek King, Brownlee LLP

This session is an opportunity to share and discuss, with colleagues and senior legal practitioners, concerns, questions and challenges arising from the work being done to ensure compliance with the new legislative provisions surrounding ICF/IDPs and Public Participation Policies, and to make the best use of the new opportunities they present.

### Presentation Inspiration - how to inspire any audience to action

Begins: Thursday, May 17 – 1:30 pm

Ends: Thursday, May 17 – 4:30 pm

**Presenter:** Hugh Culver

Getting an audience to take action doesn't happen by chance. In this special presentation, speaker, author and coach Hugh Culver will show you how to organize your message, plan your delivery and get your audience involved and moving to action.

This presentation is designed for both the manager leading team meetings and the senior manager selling multi-million dollar contracts (Hugh has done both).

Here's what you'll learn:

- mistakes most presenters make and how to learn from them
- shrinking attention spans and keeping your audience leaning in
- the SLAP model for making your lessons stick
- exactly what goes into your first 7 minutes on stage

## SPECIAL EVENTS

### High Performing Governance: Bridging the Gap between Political Acceptability and Operational Sustainability

John Nalbandian is an accomplished award winning workshop leader with expertise in local government. John is our keynote speaker on Tuesday afternoon and will lay out how “political astuteness” can bridge the gap between political and administrative mindsets. The politically astute are “bi-lingual”. They can speak, understand and translate political and administrative mindsets. While governing body members and administrative professionals use the same words to communicate with each other, they actually are operating from different constellations of logic.

The workshop introduces the gap concept, then explores the values and the constellations of logic.

## FIFTEENTH ANNUAL ALBERTA LOCAL GOVERNMENT LEADERSHIP FORUM

Hosted by the Society of Local Government Managers and Local Government Leadership (LGLG) Institute for civic leaders throughout Canada

## Civic Excellence: Maximizing Performance

Dates: Three Day Course  
Monday, May 14th to  
Wednesday, May 16th, 2018  
(8:30 am – 4:30 pm)

Instructor: Gordon McIntosh PhD., CLGM & Tracey Lorensen

If a car is not aligned, we use excess gas, tire tread and physical energy to stay on the road. Alignment is critical to make the road trip comfortable. Likewise, we have 3.5 years left in the current local government journey – Council's term. Need ideas and tools to make sure passengers are all facing the same way and behaving nicely, the roadmap is clear and the vehicle is running smoothly? Join your colleagues to a timely discussion on:

- Monitoring and *adjusting strategic direction and priorities*
- Confirming service expectations match *organizational capacity*
- Adjusting practices for enhanced *decision making*
- Addressing dysfunctional behaviours and *group dynamics*
- Ensuring attention to member and *program performance*
- Enhancing communication and *public engagement*
- Leveraging external resources and *agency partnerships*

You will leave with techniques, a tool kit, guidelines and ideas to make an immediate leadership difference in your organization:

- Individual Performance Templates for *coaching & accountability*
- Program Evaluation Checklist for *service excellence & innovation*
- Decision making Diagnostic Chart for *creating effective policies & choices*
- Group Effectiveness Models for *process and team enhancement*
- Values Charter to *guide behaviours & organizational practices*
- Civic Engagement Continuum to *guide public communication efforts*
- Capacity Box Framework for *assessing resource and human capabilities*

**This session will be facilitated by:**

Tracey Lorensen, Tracey has worked with local governments for more than 20 years. Tracey is recognized for her pragmatic solutions to complex problems and engaging delivery style.

Dr. Gordon McIntosh CLGM, President of the Local Government Leadership Institute who has conducted 1,300 sessions involving 140,000 elected and appointed civic leaders throughout Canada and overseas.

## AWARDS BANQUET

Thursday, May 18th,  
6:30 pm to 10:00 pm

### Habit Stacking - how to accomplish anything, one habit at a time

The secret to changing old habits into new, better habits is habit stacking. This simple method makes creating new habits easier and getting the results you want faster. Discover how to apply habit stacking to your health, diet, sleep, work, exercise and even wealth.

**Hugh Culver**

With a vision to “change the way work serves people,” Hugh Culver has been delivers extraordinary keynote experiences about personal effectiveness in the workplace. He combined business savvy with humour and real-world, practical advice designed to make

an impact long after the applause has ended. Hugh Culver is a recovering over-achiever who researches, writes and speaks on how to THINK better, PLAN smarter, and ACT now on what really matters. He also teaches experts the business of speaking “How to inspire an audience to action: Presentation Inspiration” His unique programs provide skills and insights to over 25,000 people each year to help them to grow through their experience of work.

## WELCOME RECEPTION

Tuesday, May 15th  
7:30 pm to 10:00 pm  
Convention Center,  
Delta Lodge at Kananaskis