

August 5, 2011

Ms. Sheila Kitz
Chief Administrative Officer
County of St. Paul
5015 - 49 Avenue
St. Paul, AB T0A 3A4

Dear Ms. Kitz,

Building on the past success of the *Let's Resolve* training program, Alberta Municipal Affairs in partnership with the Alberta Urban Municipalities Association and the Alberta Association of Municipal Districts and Counties is pleased to announce the fall start of the 2011-12 workshop season.

The program, which is specifically designed for municipal staff, elected officials, and community leaders, is committed to supporting local governance through a series of six workshops that enhance skills in negotiation, public input, and workplace conflict management. Workshops combine practical training with skills building exercises and allow participants the opportunity to test their learning.

We always strive to provide training that is cost-effective and relevant to the municipal context. This year we have partnered with municipalities across Alberta to expand the reach of our program and provide even better access to training. Past participants have praised our workshops, saying:

Excellent presenters!..... "Very interactive..."

"Great instructor, good venue, great value for time and money"

"Excellent networking opportunity" ".... very relevant to my needs."

Registration information and an electronic version of the workshop brochure can be found at www.municipalaffairs.alberta.ca/MDRS.cfm. Workshops cost \$125 and include materials, snacks and lunches. Workshop sessions have limited seats so we encourage early registration.

If you require additional information, please contact Cristina Cernucan or Sara Ahlstrom, Municipal Dispute Resolution Services, Municipal Affairs, directly by dialing 310-0000 toll-free in Alberta, then 780-422-8453 or 780-644-3126 respectively.

We encourage you to forward this information to your staff and council, and we look forward to seeing you at the workshops!



Bill Diepeveen
Manager, Municipal Dispute Resolution Services

Attachments

2011-12 Schedule

2011

Sep 15-16	Town of Devon	Coaching for Conflict
Sep 22-23	Lac Ste. Anne County	Public Input
Oct 13-14	Town of Bassano	Public Input
Oct 24-25-26	Town of High Level	Workplace Conflict
Nov 3-4	Edmonton	Finding Agreement
Nov 16-17-18	Edmonton	Group Facilitation
Dec 1-2	Edmonton	Coaching for Conflict

2012

Jan 18-19-20	MD of Spirit River	Negotiating Effectively
Feb 1-2	Clearwater County	Finding Agreement
Feb 8-9-10	County of St. Paul	Workplace Conflict
Feb 22-23-24	Edmonton	Negotiating Effectively
Mar 5-6-7	Town of High River	Workplace Conflict

Workshops run from 8:30am - 4:00pm daily, and participants are asked to arrive 15 minutes early.

Information on workshop venues and accommodation is available online at www.municipalaffairs.alberta.ca/MDRS.cfm

Registration

Registration opens August 22nd, 2011 and closes 5 business days prior to workshop start dates.

Register for workshops online at www.municipalaffairs.alberta.ca/MDRS.cfm

Workshops cost \$125 per participant and include lunch and snacks. Payment must be made in advance of workshops as per the instructions on the registrant invoice.

Cancellation policy:

All withdrawals must be received 5 working days prior to the course start date and are subject to a \$25 administration fee.

Alberta Municipal Affairs The Let's Resolve Workshops

The Let's Resolve program offered by Municipal Dispute Resolution Services at Alberta Municipal Affairs encourages collaborative governance, provides mediation and dispute resolution support, and offers education courses on interest-based principles of negotiation. The goal is to build municipal capacity and support local solutions to local issues.

The education program is held annually from September to March and is intended for municipal officials and community leaders. The program offers three streams of workshops: negotiation, workplace, and public input.

Contact Us

For more information about the workshops listed in this brochure, please contact:

Sara Ahlstrom

Intermunicipal Mediation Advisor
Municipal Dispute Resolution Services
E sara.ahlstrom@gov.ab.ca
T 780-644-3126, toll free by dialing 310-0000 first

Cristina Cernucan

Intermunicipal Mediation Advisor
Municipal Dispute Resolution Services
E cristina.cernucan@gov.ab.ca
T 780-422-8453, toll free by dialing 310-0000 first

The workshops are sponsored by:

Alberta Association of Municipal Districts and Counties
Alberta Urban Municipalities Association
Alberta Municipal Affairs

In partnership with:

Town of Bassano
Town of Devon & Leduc County
Clearwater County
Town of High Level
Town of High River & MD of Foothills
Lac Ste. Anne County
Town of St. Paul & County of St. Paul
MD of Spirit River no. 133, Birch Hills County, Saddle Hills County & Village of Rycroft

Workshops 2011 – 2012

NEGOTIATION SERIES

Finding Agreement
Negotiating Effectively

WORKPLACE SERIES

Workplace Conflict
Coaching for Conflict Resolution

PUBLIC INPUT SERIES

Public Input
Group Facilitation



Municipal Dispute Resolution Services

Alberta Municipal Affairs
17th Floor Commerce Place
10155 - 102 Street
Edmonton, Alberta T5J 4L4
www.municipalaffairs.alberta.ca/MDRS.cfm

Government
of Alberta ■
Municipal Affairs

NEGOTIATION SERIES

Finding Agreement (2-day course)

This introductory course is designed specifically for community leaders, including administrative and elected officials. The objective of the workshop is to assist participants in gaining an understanding of conflict sources, dynamics and attitudes and the impact this has on the conflict resolution process. This course will give participants the skills to better collaborate with others, resolve difficult issues, and reach effective agreements.

Instructor

Barbara McNeil brings a wealth of knowledge and experience in teaching a variety of conflict management courses, such as mediation, negotiation, and effective communication.

Edmonton November 3-4, 2011
Clearwater County February 1-2, 2012

Negotiating Effectively (3-day course)

This three-day workshop introduces participants to the principled, interest-based negotiation model and delves into the communication skills introduced in Finding Agreement. Building on theory articulated by Harvard educators Fisher and Ury in their book *Getting to Yes*, this workshop provides hands-on negotiation training. This model is based on clarifying and understanding the issues, interests and feelings of parties involved in negotiation or conflict.

Instructor

Jessica McNamara and the co-instructors at ADR Education are nationally recognized in the field of dispute resolution and have developed and taught workshops for federal and provincial governments, the RCMP, major law firms and First Nations. They are effective, engaging and highly interactive instructors.

MD of Spirit River January 18-19-20, 2012
Edmonton February 22-23-24, 2012

Registration opens August 22nd, 2011 and closes 5 business days prior to workshop start dates. Register for workshops online at

www.municipalaffairs.alberta.ca/MDRS.cfm

WORKPLACE SERIES

Workplace Conflict (3-day course)

This workshop is intended to develop skills in resolving personnel conflicts where a participant is either a party to the conflict or is responsible for the staff involved in the conflict. The workshop provides the necessary skills to enable managers and staff to create a collaborative conflict resolution process to resolve human resource issues, and the workshop looks at conflict dynamics in the workplace.

Instructor

Jamie Chicanot and the co-instructors at ADR Education are nationally recognized in the field of dispute resolution and have developed and taught workshops for federal and provincial governments, the RCMP, major law firms and First Nations. They are effective, engaging and highly interactive instructors.

Town of High Level October 24-25-26, 2011
County of St. Paul February 8-9-10, 2012
Town of High River March 5-6-7, 2012

Coaching for Conflict Resolution (2-day course)

Conflict resolution coaching is an informal approach in situations where people are drawn into conflict as third parties. They typically become involved because they are close to the conflict and one of the conflicted parties has approached them for help. This informal role is the most common third party role played in conflict and yet few people have had the opportunity to focus on this role and learn what works effectively. Participants will learn and hone the skills and attitudes needed to coach, not mediate, someone through a conflict.

Instructor

Michael Scheidl and the team at Alberta Municipal Affairs—including Bill, Sara, Blaine, and Cristina—have extensive experience in workplace coaching and facilitation promoting municipal collaboration.

Town of Devon September 15-16, 2011
Edmonton December 1-2, 2011

PUBLIC INPUT SERIES

Public Input (2-day course)

This workshop is designed to provide municipal leaders with the tools and skills to design, deliver, and facilitate effective public input and events within a municipal setting. Alberta Municipal Affairs worked with five municipal partners to create this course and related toolkit. The toolkit materials, specifically designed for use by small and mid-sized Alberta municipalities, are particularly relevant for staff involved in land-use planning, development approvals, recreation, and other areas where there is the potential for a high level of public interest and involvement in a project. Copies of the toolkit will be provided to all participants.

Instructor

Andrew Fulton and the co-instructors at ADR Education are nationally recognized in the field of dispute resolution and have developed and taught workshops for federal and provincial governments, the RCMP, major law firms and First Nations. They are effective, engaging and highly interactive instructors.

Lac Ste. Anne County September 22-23, 2011
Town of Bassano October 13-14, 2011

Group Facilitation (3-day course)

This workshop begins with a one day refresher on facilitation principles. Days two and three provide in-depth information and use a participative and interactive format to discuss the focused conversation and the consensus workshop methods in detail. The course gives participants ample opportunity to practice what they have learned and will be of specific interest to municipal staff that are called upon to lead/facilitate public forums.

Instructor

Gene Roach brings experience in the area of public engagement and is an associate with the Institute of Cultural Affairs, an international organization specializing in organizational and community development in over 35 countries worldwide.

Edmonton November 16-17-18, 2011

Information on workshop venues and accommodation is available online at

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