

FEES

REFRESHER WORKSHOP

\$549 GST included (paid on or before March 1, 2019)
 \$599 GST included (paid after March 1, 2019)

Pre Workshop Forum : Become a Tour Guide Through Hell: Navigating Conflicts, Complaints and Harassment

\$875 GST included (paid on or before March 1, 2019)
 \$925 GST included (paid after March 1, 2019)

Fee includes Welcome Reception, coffee break refreshments, lunch and Awards Banquet. Additional Awards Banquet tickets \$40 each.

Course materials will be available on-line prior to the workshop

PAYMENT DETAILS: Please submit the registration form with payment. You may pay by cheque or purchase order.

CANCELLATIONS: Cancellations must be in writing, before April 21, 2019. A \$100 cancellation fee will be withheld.

Registration takes place at the Pomeroy Kananaskis Mountain Lodge , Conference Centre, Tuesday, May 14, 11:30 am to 5:30 pm

SLGM REGISTRATION FORM

(Photocopy if you require additional registration forms.)

LAST NAME _____

FIRST NAME _____

MIDDLE NAME _____

ORGANIZATION _____

POSITION _____

ADDRESS _____

CITY _____

PROVINCE _____ POSTAL CODE _____

AREA CODE _____ PHONE (BUS) _____

AREA CODE _____ PHONE (CELL) _____

AREA CODE _____ PHONE (RES) _____

EMAIL _____

MAKE CHEQUE PAYABLE TO:

The Society of Local Government Managers of Alberta
 Box 308, 4629-54 Avenue, Bruderheim, AB T0B 0S0

ACCOMMODATIONS

MOUNT KIDD MANOR AT KANANASKIS

PH. 1.888.871.9788
\$169 PLUS APPLICABLE TAX
 QUOTE CONFERENCE BOOKING #SOCIETY OF LOCAL GOVERNMENT MANAGERS

POMEROY KANANASKIS MOUNTAIN LODGE

PH. 1.866.432.4322
\$219 PLUS APPLICABLE TAX
 QUOTE CONFERENCE BOOKING #SOCIETY OF LOCAL GOVERNMENT MANAGERS

When making your reservation, identify that you are attending the SLGM hosted workshop. Book early as there is limited availability at these rates.

Thinking of bringing your partner?

Kananaskis Village offers a variety of activities; please contact the hotels directly for more information and costs associated with these activities.

SESSIONS/EVENTS SELECTION

Please indicate the sessions/events you plan to attend

Become a Tour Guide Through Hell: Navigating Conflicts, Complaints and Harassment (May 13-15, 2019 / 3 day Pre Workshop Forum)

Mountain Refresher Tuesday, Day 1, May 14th

- Study Tour –Bus tour Kananaskis and Canmore (1/2 day afternoon)
- Welcome Reception (7:30 to 10:00 pm) Not attending

Mountain Refresher Wednesday, Day 2 May 15th

- HR Stream: Hiring Practices (1/2 day morning)
- R & R: Revisiting & Reinventing the Basics of Municipal Management – “Navigating the MAP” (1/2 day morning)
- Getting Better on Purpose Everyday (1/2 day morning)
- HR Stream: Leadership Succession (1/2 day afternoon)
- R & R: Revisiting & Reinventing the Basics of Municipal Management – Municipal Public Participation Policies-Beyond the Checking Box” (1/2 day afternoon)
- Getting Better on Purpose Everyday (1/2 day afternoon)

Mountain Refresher Thursday, Day 3 May 16th

- AGM Breakfast (SLGM members only) (7:30 am to 8:45 am)
- Legal Stream I: “Managing Risk When it Comes to Public Spaces” (1/2 day morning)
- Confident Conversations (1/2 day morning)
- Social Media Artificial Intelligence and Blockchain Technologies Are Changing Municipal Governments (1/2 day morning)
- Leadership (1/2 day morning)
- Legal Stream II: “Managing Risk When it Comes to Developers” (1/2 day afternoon)
- Getting a Good Deal for Everyone (1/2 day afternoon)
- Social Media Artificial Intelligence and Blockchain Technologies Are Changing Municipal Governments (1/2 day afternoon)
- Leadership (1/2 day afternoon)
- Awards Banquet (6:30pm to 10:00 pm) Not attending

PLEASE CHECK OFF WHAT YOU ARE REGISTERING FOR:

- Mountain Refresher Workshop 2 1/2 day (before March 1) \$549 _____
- Mountain Refresher Workshop 2 1/2 day (after March 1) \$599 _____
- 3 Day Pre Workshop Forum (before March 1) \$875 _____
- 3 Day Pre Workshop Forum (after March 1) \$925 _____
- 3 Day Pre Workshop Forum Option only, Thursday, May 16** \$175 _____
(only open to PreWorkshop Forum delegates)

Additional Awards Banquet Tickets # _____ tickets @ \$40 ea _____
 Study Tour Tickets # _____ tickets @ \$45 ea _____

* GST #866900905 RT0001 (GST included). **TOTAL** _____

MOUNTAIN REFRESHER

Municipal Administration Leadership Workshop

**Kananaskis Village, Alberta
 May 13 - 17, 2019**

Are you a municipal administrator, departmental manager or government employee looking for a professional educational experience which provides practical skills for dealing with contemporary issues?

Then consider attending this year's Mountain Refresher, in breath-taking Kananaskis...

This event draws senior and junior-level administrators from urban and rural, large and small jurisdictions who value an opportunity to learn from each other as well as from experts in the field.

REGISTER NOW!

All registrations received before March 1 will be eligible for the Early Bird Draw on March 1, 2019.

Early Bird Draw: Three nights accommodation at the Mount Kidd Manor at Kananaskis during the workshop.

Keep up-to-date with the Municipal Administration Leadership Workshop as it unfolds by checking our website: www.clgm.net

The Society of Local Government Managers of Alberta
 P.O. Box 308, 4629-54 Avenue | Bruderheim, AB T0B 0S0 | Phone: 780-796-3836

MOUNTAIN REFRESHER

DAY 1

Tuesday, May 14

- Study Tour of Kananaskis and Canmore guided bus tour (1/2 day, pm)

DAY 2

Wednesday, May 15

- HR Stream: Hiring Practices - Consistent and ever changing at the same time (1/2 day session, am)
- R & R: Revisiting & Reinventing the Basics of Municipal Management – “Navigating the MAP” (1/2 day session, am)
- Getting Better On Purpose Everyday (1/2 day session, repeated)
- HR Stream: Leadership Succession (1/2 day session, pm)
- R & R: Revisiting & Reinventing the Basics of Municipal Management – “Municipal Public Participation Policies - Beyond Checking the Box” (1/2 day session, pm)

DAY 3

Thursday, May 16

- Legal Stream I: “Managing Risk When it Comes to Public Spaces” (1/2 day session, am)
- Confident Conversations (1/2 day session, am)
- Leadership (1/2 day session repeated)
- Social Media - Artificial Intelligence and Blockchain Technologies Are Changing Municipal Governments. (1/2 day session repeated)
- Legal Stream II: “Managing Risk When it Comes to Developers” (1/2 day session, pm)
- Getting a Good Deal for Everyone - Intermunicipal Negotiations - (1/2 day session pm)

Study Tour of Kananaskis and Canmore Guided Bus Tour

Begins: Tuesday, May 14 1:30 pm.

Ends: Tuesday, May 14 4:30 pm

Take an afternoon and discover the wonders of Kananaskis Country. With its 4,200+ square kilometres of parks, protected areas, and outdoor recreation. Kananaskis Country is a year-round playground and the perfect place to discover amazing outdoor adventures.

After spending a few hours in the parks, we’re back on the bus and off to Canmore, the ninth largest town in Alberta. We will learn about the history of this beautiful town that borders Kananaskis, and how it went through tremendous growth and change since its inception. Named after a Canadian Pacific Railway employee, Canmore was originally a quaint little mining town. Since the 1988 winter Olympics in Calgary, Canmore has more than tripled its population and has become the vibrant recreational tourism based community that we know today.

Comfortable walking shoes or hiking boots are a must, as is a warm, water and windproof jacket. Add a hat and a pair of gloves and you’ll be prepared for any weather conditions that can arise when you’re in the Mountains! Be sure to pack your camera!

HR Stream – Hiring Practices - Consistent and ever changing at the same time

Begins: Wednesday, May 15– 9:00 am

Ends: Wednesday May 15– 12:00 noon

Presenter: Anurag Shourie and Ardyce Kouri, Leaders International

Hiring the right “fit” for your organizational team is a critical decision that any leader has to make several times in their career. A wrong hire can be detrimental to an organization financially, culturally, as well as strategically.

Developing, implementing, executing on, and continually following “solid” hiring practices is the foundation for the success of an organization.

As an employer, it is important to make firm decisions on recruiting internally or externally as a general hiring practice. Regardless of which method is chosen, it is critical to have well-defined, fair, equitable, non-biased, innovative and consistent hiring practices for organizational growth and internal promotion to make the organization more attractive. Using a mix of intrinsic and extrinsic rewards to entice, retain, and develop human capital, and marketing techniques and image advertising to brand your organization an “employer of choice,” you can generate a strong image and positive culture that will inspire and empower managers.”

Getting Better On Purpose Everyday

Begins: Wednesday, May 16

9:00 am or 1:30 pm

Ends: Wednesday, May 16

12:00 noon or 4:30 pm

Presenter: Leroy Sloan, PhD.

Riding a bike uphill provides a powerful life lesson. If I stop pedaling, I stop moving forward and the gravitational pull is downhill. I have to work hard just

to maintain. Similarly, if the farmer leaves the land to its own devices, the weeds take over. Organizations and individuals that do not make concerted efforts to continually improve and grow change in predictable ways.

Getting better every day happens when a preferred future is imagined, and purposefully pursued. This session provides proven strategies and directions individuals, leaders and organizations can take to become more capable, and more effective. Join Dr. Sloan to strategize how to increasingly overcome the gravitational pull toward mediocrity, goal displacement and failure.

R&R: Revisiting & Reinventing the Basics of Municipal Administration/Management – “Navigating the MAP”

Begins: Wednesday, May 15– 9:00 am

Ends: Wednesday May 15– 12:00 noon

Presenter: Desiree Kuori, Debbie McCann CLGM, Kevin Miller and Jeff Nixon, Municipal Affairs

This presentation will be your compass to traverse the unknowns of the new Municipal Accountability Program (MAP). Municipal Accountability Advisors will help you chart your way through a MAP review. Along the way, the foggy myths of the MAP program will be dispelled, helping you to plot your way through the “musts” of the provincial legislation.

HR Stream – Leadership Succession

Begins: Wednesday, May 15– 1:30 pm

Ends: Wednesday May 15– 4:30 pm

Presenter: Anurag Shourie and Ardyce Kouri, Leaders International

Leadership (CAO) succession is one of the most important decisions a Council must make. CAO succession planning is the responsibility of Council with the involvement and support of the CAO. It should be a regular topic of conversation in Council meetings and one of the regular exchanges between the Mayor and CAO. It is always the “right time” to talk about CAO succession even when you have an excellent CAO in place.

Is your Council ready to hire the next CAO? Are you supporting Council in ensuring this topic is always on the table? Do you have the right leadership team for succession?

What steps should you take to mitigate the risk of a CAO or executive leaving your organization?

R&R: Revisiting & Reinventing the Basics of Municipal Administration/Management: “Municipal Public Participation Policies - Beyond Checking the Box”

Begins: Wednesday, May 15 - 1:30 pm

Ends: Wednesday, May 15– 4:30 pm

Presenters: Angela Bilski (B. Comm, Municipal Affairs), LaRae Ellis (B.A., Municipal Affairs), Kamini Bernard (Manager, Investigations, Office of the Alberta Ombudsman), Shelby Dewhurst (Investigator, Office of the Alberta Ombudsman)

Even though the Municipal Government Act (MGA) now requires Alberta municipalities to develop a Public Participation Policy, now that you have this policy, is it effectively incorporated into your everyday practices, or is it just another binder on the shelf?

Public participation and community engagement are critical to informing decisions made by municipalities. This session will focus on some of the successes and challenges municipalities have faced with public participation, and provide an opportunity for participants to discuss their own experiences. Staff from the Office of the Alberta Ombudsman will also share their perspective on the value of meaningful public engagement and discuss how it has a fundamental role in meeting procedural fairness standards.

Legal Stream I: “Managing Risk When it Comes to Public Spaces.”

Begins: Thursday, May 16 – 9:00 am

Ends: Thursday, May 16 – 12:00 noon

Presenter: Kelsey Becker Brookes and Sean Ward, RMRP LLP

This session will address some of the different approaches available to municipalities to manage risk in their public spaces, including parks, recreation centres, municipal reserve lands and road right of ways. Releases, signage and contractual provisions such as indemnities, all of which can be appropriate vehicles for municipalities to shield themselves from liability and pass on responsibility to those responsible will be discussed.

Confident Conversations

Begins: Thursday, May 16 – 9:00 am

Ends: Thursday, May 16 – 12:00 noon

Presenter: Sara Ahlstrom and Lisa Awid-Goltz, Municipal Affairs

In this session, we will discuss the topic of Confident Communication, which is the ability to express positive and negative ideas and feelings in an open, honest and direct way. Confident Communication allows us to take responsibility for ourselves and our actions without judging or blaming other people and allows for a collaborative conversation. This interactive workshop will look at communication as way to empower you to develop boundaries with people, allowing you to have your needs met without pushing others away or allowing yourself to feel anger and resentment. The goal of Confident communication is to develop an environment of collaboration and growth.

Leadership

Begins: Thursday, May 16

9:00 am or 1:30 pm

Ends: Thursday, May 16

12:00 noon or 4:30 pm

Presenter: Jack Novack, Dalhousie University

Class Limit: 30 students per session

Leadership is a topic that gets a great deal of attention but what does leadership really mean. Much of the leadership conversation is based upon a private sector model where leaders are seen as decisive, charismatic and visionary. They are able to inspire others and plot a coherent and defensible direction for the enterprise. The success of the private sector leader is determined by innovative thinking, market share and shareholder value. How does this translate to the municipal sector where

leadership is a function shared amongst many players including the municipal council, the C.A.O., the municipal staff and community stake holders? Does the municipal context with its limited legal mandate, narrow taxing authority and strong community presence influence how leadership is expressed? And is the difference between leadership and management well understood. This workshop will look at leadership from three perspectives, self, organization and the broader environment all while keeping the municipal context in mind.

Social Media - Artificial Intelligence and Blockchain Technologies Are Changing Municipal Governments

Begins: Thursday, May 16

9:00 am or 1:30 pm

Ends: Thursday, May 16

12:00 noon or 4:30 pm

Presenter: Walter Schwabe

Learn how artificial intelligence (AI) and blockchain technologies are changing how municipal governments around the world are operating. Walter Schwabe returns to pull back the curtain and deliver another fun and engaging forward looking presentation on the #1 and #4 technologies that are forever changing our world. How is AI changing citizen engagement and improving how governments leverage their data? How are smart contracts built on the blockchain changing trust within government? Walter Schwabe breaks down common terms and provides interesting, easy to follow use-cases for both technology areas to improve your planning. Come see the opportunities that exist for all community sizes. You’ll get a whole chair, but you’ll only need the edge.

Legal Stream II: “Managing Risk When it Comes to Developers”

Begins: Thursday, May 16 – 1:30 pm

Ends: Thursday, May 16 – 4:30 pm

Presenter: Kelsey Becker Brookes and Sean Ward, RMRP LLP

This session will address strategies available to municipalities when dealing with both sophisticated and unsophisticated developers to ensure they live up to their obligations. Topics include a review of the key components of development agreements and the enforcement options available to municipalities if (or when) things go sideways.

Getting a good deal for everyone - Intermunicipal Negotiations

Begins: Thursday, May 16 – 1:30 pm

Ends: Thursday, May 16 – 4:30 pm

Presenter: Michael Scheidl, Sara Ahlstrom and Lisa Awid-Goltz, Municipal Affairs

This workshop will explore ways you can enter into these discussions in a mutually beneficial and meaningful way for any intermunicipal project or dispute. Information on best practices and strategies will be provided in this interactive session to assist in getting past positional thinking. This session will give you a negotiation preparation tool you can use for any negotiation.

PRE WORKSHOP FORUM: BECOME A TOUR GUIDE THROUGH HELL: NAVIGATING CONFLICTS, COMPLAINTS AND HARASSMENT

Hosted by the Society of Local Government Managers

Dates: Three Day Course
Monday, May 13th to
Wednesday, May 15th, 2019
(8:30 am – 4:30 pm)

Instructor: Paula Drouin (ADR LearningInstitute & ADR International Group Inc.) & Bill Diepeveen (Bill Diepeveen Mediation Associates)

Conflicts and complaints have always existed in places of work and the twenty first century is not immune to interpersonal challenges. What is different, however, is the level of responsibility organizations and leaders now have to address interpersonal conflicts as well as complaints of harassment, bullying, discrimination and disrespect.

This workshop will provide participants with the knowledge required to assess a complaint and determine the likelihood that it meets the definition of harassment or discrimination. It will also include a deep dive into conflict dynamics and how to assess which conflicts require leadership intervention. Become familiar with the conflict intervention options available and be introduced to a framework for facilitating resolution dialogue between disputing parties. Participants will be provided with the theory, skills and models necessary to be able to confidently and appropriately respond to various complaints and interpersonal conflicts from a leadership role.

The workshop will be delivered over two and a half days. There will be an hour at the end of each day for debrief and working in small groups with your colleagues to identify challenges and successes you’ve faced, and to formulate questions you would like addressed in a Q & A the following morning. Each day has been designed to be engaging, participatory, and applicable. Participants will receive a manual and laminated tip sheets as well as certificates.

DAY 1

The topics of Harassment and Discrimination including: what constitutes harassment; an introduction to a simple harassment test; and finally a review of formal and informal complaint and resolution options available. Participants will then be immersed into a deep understanding of conflict; how to recognize and assess it; and take steps to stop the drama. By the end of Day one you will understand what your role as a leader is when dealing with complaints and conflicts.

DAY 2

Participants will be on a journey through the emotional aspects of conflict and anger in order to understand the neuroscience behind a person’s emotional responses and how to manage those. Participants will also learn to appropriately lead through conflict. Skills and models will be introduced and practiced to build confidence mentoring parties to resolve the conflict themselves or to facilitate their resolution dialogue.

DAY 3

Everything is brought together for participants to practice and a wrap-up of the training will be facilitated.

Paula Drouin is one of the most sought after course designers and presenters in Alberta in the field of conflict management and resolution. She was one of the pioneers of designing and delivering conflict management training in Alberta through the Alberta Arbitration and Mediation Society. 45

Bill Diepeveen is a well-respected member of Alberta’s mediation community and has his own mediation and conflict management training firm. Bill was the Manager of Dispute Resolution Services with the Ministry of Municipal Affairs in Alberta where he designed and implemented the ministry’s Municipal Dispute Resolution Initiative.

SPECIAL EVENTS

Study Tour: Kananaskis Country - Guided Bus Tour

Take an afternoon and discover the wonders of Kananaskis Country. With its 4,200+ square kilometres of parks, protected areas, and public land use zones that accommodate a host of uses, such as preservation, heritage appreciation, outdoor recreation, tourism, and industry, Kananaskis Country is a year-round playground and the perfect place to discover amazing outdoor adventures. Minimum 50 persons required for tour.

AWARDS BANQUET

Thursday, May 16th, 6:30 pm to 10:00 pm

On The Lighter Side ...

Tim Nutt is a consummate Storyteller and Entertainer, weaving his unique point of view into a great performance that is sure to please. Tim tells jokes, well, more like funny stories with jokes and has been getting away with it for just over 20 years. Tim pushes comedy to explosive new levels and dimensions. He expertly explores the hilarity in everyday life, delighting you with his bizarre concepts and twisted viewpoints, combining one-liners and crafty storytelling