

MATI

Advanced Communication Skills for Local Government Professionals

April 15-20, 2012
Bowen Island, BC

A partnership between Capilano University and
the Local Government Management Association of BC.



MATI[®]



LGMA

MUNICIPAL ADMINISTRATION
TRAINING INSTITUTE



2012 MATI ADVANCED COMMUNICATION SKILLS

Learn to be a More Effective Communicator

- Deal effectively with upset staff, managers, council, unions, and the public or outside organizations.
- Focus on the issue when handling difficult conversations.
- Give senior team members feedback about their performance and work expectations.
- Manage defensiveness – yours and theirs.
- Mediate workplace conflicts.
- Handle service delivery complaints.
- Address below standard staff performance so that improvement occurs.
- Facilitate discussion around sensitive issues and community concerns.

This course will help you tackle these challenges and more!

Learn from the Best of Them! One-on-One Access to Local Government Leaders

- Work side-by-side in small groups with senior local government leaders to discuss conflict situations and how to resolve them.
- Learn strategies for success from local government leaders.
- Network with faculty and peers to share experience and solutions.

Receive Professional Feedback from a Registered Psychologist who works closely with Local Government Professionals

- Receive personal, executive coaching from Registered Psychologist, **Gerrie Waugh**, of Capilano University.

- Learn issue identification tools to help you organize your thoughts in conflict and negotiation situations.
- Get assistance navigating difficult conversations.
- Receive individual conflict and negotiation skill feedback.
- Improve skills with hands-on practice and professional feedback.

Program Objectives

This course is designed to provide local government professionals with an opportunity to participate in communication skill based training to strengthen their individual and team performance. Managing change, collaborating and navigating difficult conversations are essential communications competencies which local government professionals must demonstrate daily. This course will assist participants to become more effective in these areas.

Time and Place

The 2012 session of MATI Advanced Communication Skills will start at 4:00 p.m. on Sunday, April 15 at Bowen Lodge, Bowen Island. The course will run all week, with participants living “in residence” at rustic, but scenic, Bowen Lodge. For more information about Bowen Lodge, see: www.bowenislandlege.com The program will end at 10:30 am on Friday April 20 so that participants can depart on the mid-morning ferry or water taxi from Bowen Island. Note that it is a 20 minute trip from Bowen Island to Horseshoe Bay in West Vancouver by ferry and a 30 minute trip from Bowen Island to Granville Island in Vancouver by water taxi.



The Sessions

SUNDAY EVENING

Communication Essentials

Tim Wood, CAO, District of Saanich and MATI AC Mentor and **Gerrie Waugh**, Psychologist and Instructor, Capilano University will kick off the week.

- Learn questioning and feedback skills
- Improve assertiveness; give and take skills
- Manage defensiveness; yours and theirs

MONDAY MORNING

Resolving Conflict Skills

Gerrie Waugh, Psychologist and Instructor, will lead this session focusing on the steps of conflict resolution in difficult conversations including effective listening techniques.

- Link listening techniques to issue-focused conversations
- Identify and respond to community needs
- Handle internal and external complaints

MONDAY AFTERNOON

Coaching Skills

Gerrie Waugh, Psychologist and Instructor, will lead this session focusing on guiding staff performance, mentoring and promoting employee excellence.

- Practice mentoring techniques to develop staff for present and future needs

TUESDAY MORNING

Resolving Conflict Skills – Application

Tim Wood, CAO, District of Saanich and MATI Mentor, **Trina Harrison**, Director of Human Resources, City of Victoria and **Gail Stephens**, City Manager, City of Victoria will lead an interactive session with students to practice skill application.

TUESDAY AFTERNOON

Council-Staff Relations

Elsie Lemke, CAO, District of Peachland and Mayor **Sharon Gaetz**, City of Chilliwack bring their expertise and insights to this key topic.

- Learn to work effectively with elected officials
- Understand roles and manage priorities

WEDNESDAY MORNING

Negotiating Skills

Gerrie Waugh, Psychologist and Instructor, will lead an interactive session focusing on developing situational skills for different negotiation scenarios.

- Focus on interests, not positions
- Concentrate on issues, not individuals
- Explore solutions which satisfy mutual interests



The Sessions (continued)

WEDNESDAY AFTERNOON

Improving Writing and Presentation Skills

Lisa Zwarn, Instructor, Capilano University and **Allison Habkirk**, Town Planner & former Mayor, District of Central Saanich provide an interactive session focusing on better report writing and presentations to senior decision makers including Council. The session will help you identify your areas for improvement and give you practical strategies to strengthen your skills.

WEDNESDAY EVENING

Leaders Roundtable

Interact with senior local government leaders while discussing challenging communication issues. **Tim Wood**, MATI AC Mentor, pulls together an all-star team including **George Paul**, Consultant and former City Manager, City of Prince George, **Paul Gipps**, Deputy CAO, District of Mission, **Allison Habkirk**, Town Planner and former Mayor, District of Central Saanich, **Mark Brown**, CAO, Town of Qualicum Beach, **Elsie Lemke**, CAO, District of Peachland and **David McLellan**, GM Community Services, City of Vancouver.

THURSDAY MORNING

Communicating with Diverse Populations

A City of Vancouver team, **Baldwin Wong**, Multicultural Planner, **Rajpal Kohli**, Equal Employment Opportunity Advisor, and Constable **Phillippa Adams**, Patrol Division, Vancouver Police Department, will focus on giving participants tools they need to deal more effectively with diverse populations in BC communities, including potential use of social media for outreach.

THURSDAY AFTERNOON

Public Consultation Skills

Ted Townsend, Senior Manager, Corporation Communications, City of Richmond will lead this key session focusing on building consensus with stakeholder groups, solving problems around sensitive issues and making local government more accessible to the public. This session will also refer to current practice by local governments in their use of social media.

- Learn about facilitation techniques for committees, Council and staff meetings
- Understand how to solve problems around sensitive issues and community concerns
- Discuss ways to make local government more accessible to the public

FRIDAY MORNING

MATI Advanced Communication Skills Wrap-Up

Participant teams will present demonstrations of what they learned at MATI AC and the graduation ceremony will be held. Participants and faculty will take the mid-morning ferry or water taxi from Bowen Island.



REGISTRATION

University Credit Option

As with the other MATI courses offered by Capilano University in partnership with LGMA, participants will have the option (not required) of enrolling in the program as a 3-credit Capilano University course, PADM 205. This course can be used as an elective toward the Professional Certificate, Advanced Certificate and Diploma in Local Government Administration at Capilano University and credit toward the Provincial Board of Examiners' Certification.

International Institute of Municipal Clerks (IIMC)

The IIMC grants the professional designation known as Certified Municipal Clerk (CMC). To earn the CMC designation, you must have the education and pertinent experience required by the IIMC. In terms of educational requirements, each of Capilano University's Local Government Program courses (including all Capilano MATI courses) are accepted by the IIMC towards the CMC designation when taken for credit. MATIs offered through Capilano University each provide 30 points of the total required 60 IIMC points. For more details on Capilano University courses and IIMC requirements, contact Alison McNeil at Capilano University (amcneil@capilanou.ca) and visit the IIMC website at www.iimc.com.

How to Register

To apply for attendance at MATI Advanced Communication Skills, please go to the special CivicInfo website below and

apply by February 24, 2012. After this date, please contact Alison McNeil to inquire about space availability.

Register at:

www.civicinfo.bc.ca/event/mati-communications.asp

Alison McNeil, MATI AC Coordinator will contact you by telephone on or before February 24, 2012 to confirm details of your registration.

Fees

The fee per participant is \$2,500 (plus \$300 HST). This is an all-inclusive fee, which will cover tuition, course materials, accommodation, all meals and refreshment breaks, and all special recreational activities. The fee can be paid on-line by credit card at the time of registration or by sending a cheque for \$2,800 to:

Local Government Management Association of BC
Financial & Program Administration
620 View Street, 7th Floor Central Bldg.,
Victoria, BC V8W 1J6

Refund Policy

Refunds will be processed until February 24, 2012 subject to a \$50 LGMA administration fee. After February 24, no refunds are provided; however, registration may be transferable to another qualified candidate.



FUNDING ASSISTANCE AND FACULTY

Board of Examiners' Credit and Scholarships

MATI AC participants will be eligible for a scholarship from the provincial UBCM Commemorative Scholarship fund. Those interested in a scholarship may apply by submitting a scholarship application to the Board of Examiners. Application forms are available on-line from the Board of Examiners website at:
http://www.cscd.gov.bc.ca/lgd/gov_structure/board_examiners/index.htm#Scholarship Programs.

If you are working towards certification from the Board of Examiners, please note that MATI AC, when taken as a credit course, will be accepted as an Elective for the Provincial Board of Examiners' certification. For this reason, the Board will award credit students with higher scholarships than non-credit students.

For further information on the Board of Examiners please visit the Board of Examiners' website or contact **Deanna Battle** at deanna.battle@gov.bc.ca or 250-356-0954.



MATI Advanced Communication Skills Faculty

Elsie Lemke	Chief Administrative Officer, District of Peachland, MATI AC Chair
Tim Wood	CAO, District of Saanich, MATI AC Mentor
Phillippa Adams	Constable – Patrol Division, Vancouver Police Department
Mark Brown	CAO, Town of Qualicum Beach
Sharon Gaetz	Mayor, City of Chilliwack
Paul Gipps	Deputy CAO, District of Mission
Allison Habkirk	Former Mayor, District of Central Saanich; Educator and planner
Trina Harrison	Director of Human Resources, City of Victoria
Rajpal Kohli	Equal Opportunity Advisor, City of Vancouver
David McLellan	GM Community Services, City of Vancouver
Alison McNeil	Instructor, Capilano University
George Paul	Consultant and former City Manager, City of Prince George
Gail Stephens	City Manager, City of Victoria
Ted Townsend	Senior Manager, Corporate Communications, City of Richmond
Gerrie Waugh	Registered Psychologist and Instructor, Capilano University
Baldwin Wong	Multicultural Social Planner, City of Vancouver
Lisa Zwarn	Instructor, Capilano University

If you have any questions, please contact:

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