



# LGMA

LOCAL GOVERNMENT  
MANAGEMENT ASSOCIATION  
OF BRITISH COLUMBIA

## Information Circular March 3, 2009

Upcoming Educational/Professional Development Opportunities

1. Emerging Leaders Webinar Series (Professional Development without leaving the office)
2. Project Management Workshops
3. Business Case Workshops
4. MATI- Advanced Communications
5. MATI- Managing People in Local Government Organizations



## ***"Emerging Leaders in Local Government" Webinar Series***

### **WHY IS THE LGMA DELIVERING THIS PROGRAM?**

Local governments across the province have told the LGMA that they are interested in high quality programs to train leaders and "emerging leaders" in a cost effective manner. This program is focused on the unique challenges in the local government sector.

### **WHAT IS AN "EMERGING LEADER"?**

Because of cost and time constraints, organizations have traditionally provided leadership training only to those already in leadership positions. With succession planning and retention an issue for all employers, organizations recognize that providing training to employees at all levels is critical for organizational success.

### **HOW DO THE COURSES WORK?**

The courses are web based trainings with the ability to participate via either internet and audio, or audio only. The technology allows participants to ask questions or comment via either voice or a "chat" feature. Each program is 3 hours long, consisting of three one hour sessions running on consecutive days (Tues, Wed, Thurs). If an attendee misses a session, the recording will be available for download.

Each individual program (three hour course) costs \$150 (plus GST) which includes (for each course):

- Pre and post course online personal assessment on the specific topic - an individualized self assessment report (25-40 pages) will be provided directly to the attendee,
- Option for attendees to receive feedback from colleagues
- 12 page "Skillbuilder Booklet" on the topic of the program
- "e-books" on selected topics available for download by attendees
- Option to download the recorded session
- Toll free telephone access to the session
- Web based delivery
- A link with information on how to complete the assessment and connect to the webinar will be distributed approximately 7 days prior to the session.

***SPECIAL BONUS: Registration in three or more programs provides individuals with six month complimentary online access to an online "Leadership Library" for personal development (including 20 e-books "Manager's Pocket Guides", and "One Page Coach" materials on a variety of leadership topics).***

## WHO WILL BE CONDUCTING THE TRAININGS?

The LGMA has partnered with Paragon Strategic Services Ltd. to develop and deliver the trainings. Paragon's principal trainer, Tracey Lee Lorenson has extensive experience in the local government sector as a trainer, facilitator, coach and lawyer. Tracey consistently gets very positive feedback for her dynamic and relevant programs and delivery. More information on Paragon is available [here](#).

## WHAT TOPICS WILL BE OFFERED?

The following courses will be offered over the next few months, and have been identified as important to performance regardless of the level an individual is at in the organization.

March 24, 25 and 26, 2009 [Register Now](#)

9:00 am to 10:00 am

**Dynamic Communication** - by obtaining insight into how we communicate we are better able to communicate with key individuals both inside and outside our organization. This session will discuss team dynamics, and the unique benefits of different communication styles.

April 14, 15 and 16, 2009 [Register Now](#)

9:00 am to 10:00 am

**Management Effectiveness** - management skills are important in many positions in an organization. This course will provide attendees with an assessment of their current strengths and developmental opportunities, and is also of value to those considering stepping up to a supervisory or management position.

April 28, 29 and 30, 2009 [Register Now](#)

9:00 am to 10:00 am

**Embracing Change** - the pace of change impacting local governments makes this topic critical to success at all levels. By recognizing our individual attitudes towards change we are better able to support our communities and organizations. The focus of this course is on both individual and organizational change resilience

May 5, 6 and 7, 2009 [Register Now](#)

9:00 am to 10:00 am

**Respectful Coaching** - organizations are expecting employees to coach others in the organization on a regular basis, and many of those providing guidance to direct reports and peers have not been trained in the skills this requires. Particular emphasis will be placed on "coaching without authority", how do we assist peers when the individual doesn't report directly to us?

May 26, 27 and 28, 2009 [Register Now](#)

9:00 am to 10:00 am

**"Customer" Service in the Public Sector** - the unique challenges of service delivery in the local government sector will be discussed, including the difficulty of dealing with such a diverse client base. We will discuss whether private sector "customer service" approaches are relevant in the public sector, and why good service is critical to both staff and Council success.

June 16, 17 and 18, 2009 [Register Now](#)

9:00 am to 10:00 am

**Negotiation Skills** - while we sometimes think of negotiation as a "big ticket" event, we negotiate every day with individuals inside our organization and key stakeholders in the community. Even simple discussions of allocation of resources require individuals that

have an awareness of their negotiation style so that they can maximize the benefits to their organization in an environment of respect.

NOTE: The LGMA is currently in the process of submitting the program for IIMC professional development credit evaluation.

## WHAT'S NEXT?

Courses scheduled to be offered in the fall include:

- **Teamwork** – how to participate in a productive team, as well as the principles of teambuilding
- **Leadership Effectiveness** – what is the difference between “leadership” and “management”? How can you demonstrate these skills every day regardless of the position you are in?
- **Time Management** – when you have too much to do in the day, how do you decide what to focus on? What tools are available to assist you?
- **Creativity and Innovation**
- **Managing the Generational Mix**
- **Succession Planning** – what should organizations with finite resources do to ensure they are addressing the challenges of succession? How can individuals increase their opportunities inside their organizations?
- **Managing Performance** – how should you evaluate staff and have productive discussions about performance? As employees, how do you ensure you are receiving the feedback you need to excel at your job?

Are there other topics that you would like to see offered in a webinar format? If so, please email [tracey@paragonstrategic.com](mailto:tracey@paragonstrategic.com).

For further information:

Contact: Local Government Management Association  
7<sup>th</sup> Floor, 620 View Street  
Victoria, B.C., V8W 1J6  
Tel: (250) 383-7032  
Email: [office@lgma.ca](mailto:office@lgma.ca)  
Website: [www.lgma.ca](http://www.lgma.ca)



**LGMA**

LOCAL GOVERNMENT  
MANAGEMENT ASSOCIATION  
OF BRITISH COLUMBIA  
[www.lgma.ca](http://www.lgma.ca)

## Project Management Workshop

Local government managers are frequently required to manage projects whether they relate to a change initiative within the organization, a new program or service, or to a major construction project of municipal infrastructure.

Also, with the recent announcements of federal and provincial initiatives to provide local governments with funds for “shovel-ready” projects, there will be a need for local governments to quickly respond and bring these projects on stream in an orderly manner.

Many people are finding that project work is becoming an increasing part of their workload and therefore require tools and processes to help them manage these tasks effectively. Most project failures can be traced to a lack of planning and common understanding at the early stages.

This workshop will provide participants with a strong foundation for getting projects off to the best possible start.

Topics to be covered include:

- Establishing effective communication lines from the start and strategic team thinking;
- Developing concise intended outcomes and deliverables;
- Building project charters that are simple yet effective methods for getting your project off to the right start;
- Creating and utilizing network diagrams, work breakdown structures and Gantt charts;
- Using criteria to measure your tasks and evaluate the project;
- Identifying and evaluating risks and contingencies
- Effectively determining resource requirements

**Workshop Leaders: Grant Penner/ Ian Berry, Com-Tech Learning Solutions**

**Workshop Dates and Locations:**

<b>Lower Mainland</b>	<b>April 6, 2009</b> 8:30 a.m.- 3:30 p.m.	<b>BC Assessment Office</b> 2925 Virtual Way, Vancouver (click <a href="#">here</a> for map link)
<b>Okanagan</b>	<b>April 8, 2009</b> 8:30 a.m.- 3:30 p.m.	<b>Prestige Hotel</b> 1675 Abbott Street, Kelowna
<b>Vancouver Island</b>	<b>April 8, 2009</b> 8:30 a.m.- 3:30 p.m.	<b>Vancouver Island</b> <b>Conference Centre</b> 101 Gordon St., Nanaimo

**Cost: \$150 + GST (Includes lunch)**

**Register on-line at [www.civicinfo.bc.ca/conference/project2009.asp](http://www.civicinfo.bc.ca/conference/project2009.asp) after March 4**

This workshop qualifies for one MMC/CMC/CMC recertification point for IIMC members.





# Municipal Administration Training Institute (MATI)

## **MATI- Advanced Communications for Local Government Professionals**

April 19-24, 2009 Bowen Island

Working in small groups side-by-side with senior local government leaders, participants learn the skills necessary to resolving unique communication challenges as well as sharing strategies for improved communications skills. MATI 3 - Advanced Communication Skills for Local Government Professionals is a 5 ½ day program held annually on Bowen Island in April.

Topics include:

- Dealing with upset staff, managers, council, unions, and the public or outside organizations?
- Focusing on the issue when handling difficult conversations?
- Giving senior team members feedback about their performance and work expectations?
- Managing defensiveness—yours and theirs?
- Mediating workplace conflicts?
- Handling service delivery complaints?
- Addressing below standard staff performance so that improvement occurs?
- Facilitating problems around sensitive issues and community concerns?

[Click here for detailed program brochure](#)

[Register on-line here](#)

## **MATI- Managing People in Local Government Organizations**

May 10-15, 2009 Bowen island

MATI 4, a 5½ day residential program held each May on Bowen Island, has been designed to assist supervisors and managers in local governments to build better employee-employer relationships through effective labour relations, collective bargaining, occupational health and safety and contract administration. The program also identifies and analyzes human resource requirements through job design and analysis and illustrates methods for encouraging staff development through orientation, training, career development and performance appraisal systems.

[Click here for detailed program brochure](#)

[Register on-line here](#)