

MATI®
**Managing People in
Local Government Organizations**

PADM 207

April 6 - May 14, 2021

ONLINE over 6 weeks

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



2021 MATI® MANAGING PEOPLE

This MATI® course is about managing the performance of your organization, engaging your staff, and maximizing your own professional performance.

From Hire to Retire: A Roadmap for Managing Employees in Local Government

Local government organizations today have to be increasingly agile — thinking, performing, and changing continuously to meet both the ever-changing needs of the external community and the internal community of its diverse workforce. Management and supervisory excellence in local government demands more than a thorough knowledge of a specialist field. It also requires people skills such as the ability to inspire others, foster cooperation, and resolve conflict. Equally vital is the need to understand and perform a range of practical human resource skills — from recruiting, selecting, training, coaching, work plan development, defining and monitoring standards, dealing with employee and labour relations issues, to getting the best from your staff.

This MATI® course brings the best practices of people management to supervisors and managers in local government, using current and relevant situational training in a nurturing and relaxed learning environment. A skill enhancement focus in all facets of the “people management” component of supervisory and management responsibilities is delivered through a combination of formal training, observing human resources professionals, and practical experiential learning with a diverse range of local government participants.

Learn from the Best of Them!

At this MATI® course you can expect to:

- Work in small groups with senior local government leaders and human resource professionals, to learn how to deal effectively with a myriad of issues that can arise when dealing with staff.
- Better understand and be able to deal with your “hire to retire” obligations to the staff for whom you are responsible.
- Improve skills with practice and professional feedback.
- Network and exchange local government experiences and resources.
- Have fun while you are learning!



Time and Place

The 2021 session of MATI® Managing People will be held online over six weeks from April 6 to May 14, 2021. This online course will include both weekly ‘live’ online sessions (e.g. Wednesday 4:00-5:30 pm) and self-paced learning. The course has the same content as the in-person course and is designed to be similarly interactive and intensive.



2021 MATI® MANAGING PEOPLE

The Sessions - April 6 to May 14, 2021

WEEK 1

Managing People Essentials

Nina Leemhuis, former Chief Administrative Officer (retired), **Susan Ney**, Consultant, former HR Director (retired), and MATI® Mentor, along with **Alison McNeil**, Capilano University Instructor, kick off the course with a keynote address and introduction to provide you with the big picture on managing people and prepare you for the week.

WEEK 2

Understanding Yourself

Tracey Lee Lorenson, President, Paragon Strategic Services Ltd. Leadership of others requires a strong understanding of your personal style, strengths, and weaknesses. Using self-awareness tools including an on-line survey completed before the start of the course, we will focus on assisting you to gain a more in-depth understanding of yourself.

Respectful Workplace – Current Policy and Practices

WorkSafe BC issued Occupational Health and Safety (OHS) policies relating to workplace bullying and harassment in 2013. Learn about current respectful workplace policy and practices in local government from **Therese Boullard**, Equity Consultant, City of Vancouver. Therese will also discuss what we are learning now about managing people in times of crisis. Learn how to prepare, prevent, and respond.

WEEK 3

Coaching for Superior Employee Performance

John Leeburn, former CAO (retired), LG Consultant, and Instructor, Capilano University will lead this session in which you will learn to reframe conflict, use conflict reducing language, and look at techniques for identifying bigger picture issues when you encounter someone who is upset. You will learn to help others see your point of view before emotions rise.

John Leeburn will help you to coach staff as they handle work priorities and service complaints. You will practice setting performance goals in hard-to-measure areas like getting along with colleagues, or having a more positive attitude.

WEEK 3

Employee Attendance Management

Angie Parnell, GM of Corporate Services, City of Port Moody, and **John Van Horne**, Director, HR, City of Nanaimo will discuss managing attendance in ways that work, plus effective strategies for reintegrating injured workers.

WEEK 4

Employee Performance Management

With assistance from HR professionals, participants will identify and practice approaches to their current challenges in managing the people side of local government. **John Leeburn** will lead an expert team which includes: **Linda Adams**, former CAO and instructor, Capilano University, **Rob D'Angelo**, Acting Director, Regional Employers Services, Metro Vancouver, **Angie Parnell**, General Manager of Corporate Services, City of Port Moody, **Susan Ney**, Consultant, former HR Director (retired), and MATI® Mentor, **Hanna Park**, Senior Human Resources Advisor, City of Port Coquitlam, and **John Van Horne**, Director, HR, City of Nanaimo.

Recruitment, Selection, Retention, and Succession Planning

Corinne Nichols, Manager, Human Resources, City of North Vancouver, and **Rachel Zuckermann**, Senior HR Advisor (retired).

The starting point for managing people is identifying the organization's needs and ensuring that you are attracting and selecting the best candidates. In this session, there will be an interactive discussion about recruitment, selection, "talent management," succession planning, and the cultural shifts taking place in organizations.



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WEEK 5

Unlocking the Mysteries of Labour Legislation and Collective Agreements

Laura Ciarniello, Director of Corporate Services, District of Saanich, and **Colleen Tillapaugh**, Human Resources Manager, City of Campbell River.

In this session we will discuss the impact of legislation, collective agreement language, past practice, and behaviour, as it relates to the relationship between management, union, and employees. Participants will have an opportunity to discuss these issues, as well as explore some of these matters in relation to their own experience and collective agreements. Bring your experiences and collective agreements with you for this participatory session.

Managing Employee Relations: Workplace Issues

Laura Ciarniello, Director of Corporate Services, District of Saanich, and **Colleen Tillapaugh**, HR Manager, City of Campbell River.

This will be an interactive session with HR professionals to discuss strategies to address challenging employment situations. Prior to the session, participants will have the opportunity to submit their work-related issues, either those with which they are currently dealing or past issues. Situations may include: performance issues, attendance management, insubordination, and other on-the-job challenges important to participants.

Employee Motivation and Team Building

John Leeburn and **Linda Adams**, both Consultants and former Chief Administrative Officers (retired) and Capilano University Instructors, will work with participants to showcase innovative strategies for motivating staff and building powerful teams. Participants will have the opportunity to share their personal and organizational successes in team building and encouraging employee motivation.

WEEK 6

Leaders Roundtable

Susan Ney, Consultant, former HR Director (retired), and MATI® Mentor, brings together an all-star team to provide participants with an opportunity to ask human resource practitioners and local government leaders specific questions concerning all facets of managing people. The team includes Susan plus:

Linda Adams, former CAO (retired) and Capilano University Instructor, **Ron Bowles**, General Manager of Community Development, City of Campbell River, **John Leeburn**, Consultant, former Chief Administrative Officer (retired) and Capilano University Instructor, **Nina Leemhuis**, former Chief Administrative Officer (retired), and **Tim Savoie**, CAO, City of Port Moody.

Local Government Employee Growth and Development

- **Work-Life Balance and Managing Stress**

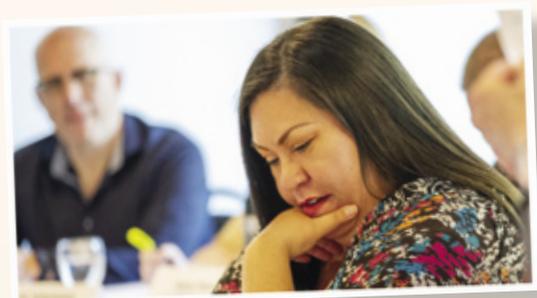
You work with complex issues at work while trying to balance your home life. Work with **Susan Ney** to learn to manage stress constructively and get your life back under control.

- **Professional Development Opportunities**

Alison McNeil, Instructor, Capilano University will provide an overview of professional development opportunities for local government employees.

MATI® Managing People Course Conclusion

During the final live class, students will present their key insights from the course and their plans to act in the short and longer terms.



REGISTRATION

University Credit

As with the other MATI® courses offered by Capilano University in partnership with LGMA, participants are strongly encouraged to enroll in the program as a three-credit Capilano University course, PADM 207. Students and employers tell us that they get more out of the course when taken for credit. All credit students will complete two short assignments and receive their final grade on the last day of the course.

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.

Each of Capilano University's Local Government Program courses (including all Capilano MATI® courses) is 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® Managing People, please go to the special CivicInfo website below and **apply by February 26, 2021. After this date, please contact Anna Delaney at Capilano University to inquire about space availability, adelaney@capilanou.ca.**

Register at:

<https://www.civicinfo.bc.ca/event/2021/MATI-MP>

Fees

The fee per participant is \$1500 plus GST. LGMA members are entitled to a discounted rate of \$1100 plus GST. Upon completion of this MATI® course, the LGMA will provide a reimbursement to your organization for this member-preferred rate. If you have any questions, please contact office@lgma.ca. This is an all-inclusive fee, which will cover tuition and course materials. The fee can be paid on-line by credit card at the time of registration or by sending a cheque to:

Local Government Management Association of BC
Financial & Program Administration
Suite 710A - 880 Douglas Street
Victoria, BC V8W 2B7

Refund Policy

Refunds will be processed until February 26, 2021 subject to a \$50 LGMA administration fee. After February 26, 2021 no refunds are provided; however, registration may be transferable to another qualified candidate.



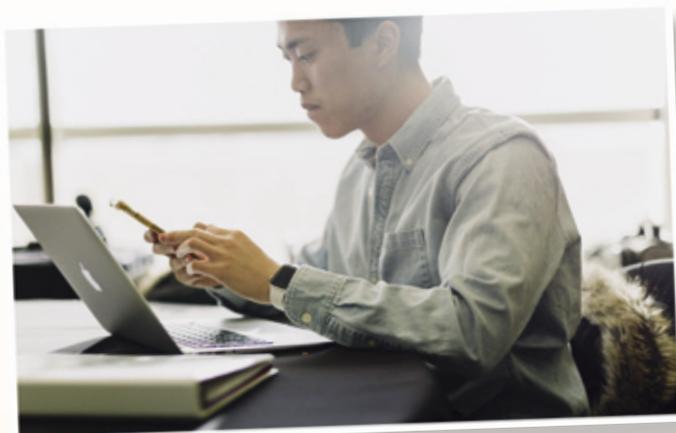
FUNDING ASSISTANCE AND FACULTY

Board of Examiners Certificates and Scholarships

MATI® MP 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**, or search for Local Government Staff and Development on the Government of BC website www2.gov.bc.ca.

If you are working towards certification from the Board of Examiners, please note that MATI® MP, 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 email: bcboardofexaminers@gov.bc.ca.



MATI® MANAGING PEOPLE – GUEST FACULTY TEAM

Laura Ciarniello	MATI® Chair and Director, Corporate Services, District of Saanich
Susan Ney	MATI® Mentor, Consultant, Former HR Director (retired)
Linda Adams	Former Chief Administrative Officer (retired) and Capilano University Instructor
Therese Boullard	Equity Consultant, City of Vancouver
Ron Bowles	General Manager of Community Development, City of Campbell River
Rob D'Angelo	Acting Director, Regional Employers Services, Metro Vancouver
John Leeburn	Consultant, Former Chief Administrative Officer (retired) and Capilano University Instructor
Nina Leemhuis	Former Chief Administrative Officer (retired)
Tracey Lee Lorensen	President, Paragon Strategic Services Ltd.
Alison McNeil	Instructor and Chair, Local Government Programs, Capilano University
Corinne Nichols	Manager, Human Resources, City of North Vancouver
Hanna Park	Senior Human Resources Advisor, City of Port Coquitlam
Angie Parnell	General Manager, Corporate Services, City of Port Moody
Tim Savoie	Chief Administrative Officer, City of Port Moody
Colleen Tillapaugh	Manager of Human Resources, City of Campbell River
John Van Horne	Director, Human Resources, City of Nanaimo
Rachel Zuckermann	Former Senior Human Resources Advisor (retired)

If you have any questions, please contact:

Alison McNeil, Chair, Local Government Programs,
Capilano University

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www.capilanou.ca/local-govt/