

Alberta Clarion

Society of Local Government Managers

2009 Issue 2

Teambuilding can be edu-tainment

PO YOU might be asking yourself what kind of word is *edu-tainment*? It is an interesting word that combines two concepts - education and entertainment and reflects the next evolution of teambuilding. Our definition is "to intensify learning through entertainment, adventure and play." Teambuilding or edu-tainment requires an innovative, educational experience that achieves sustainable results and these results can be transferred to the workplace. Given today's challenging economy, teambuilding can be overlooked by many organizations but it is more important than ever as employees try to adjust to changes in the workplace and deal with the stress of what many organizations are experiencing. The power of play or need for educational entertainment in the workplace is more important than ever and whether organizations develop something on their own, or work with a company focused on this type of experience, it is important for organizations to consider the value of such an experience for their employees.

This quote from Plato is a definite teambuilding motto:
"You learn more about a person in an hour of play than in a year of conversation!"

Your teambuilding activity should encourage everyone to play and have fun, even when you need to tackle serious team issues. A high performing corporate team needs common goals, defined roles with excellent

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2009 CLGM Award Ceremony

Delta Lodge at Kananaskis, Kananaskis Village – May 14, 2009

The awarding of the professional certificates and pins to recipients of the professional designation "Certified Local Government Manager", along with the presentation of the Society's prestigious SLGM Award of Excellence by co-sponsor Brownlee LLP will be featured at the Society's Awards Banquet, Thursday, May 14th at the Municipal Administration Leadership Workshop in Kananaskis.

Alberta Municipal Affairs, Minister Ray Danyluk, University of Alberta, Government Studies' Director, Doctor Doug Knight, along with AAMD&C's President Don Johnson and an AUMA Director will speak to the successful candidates, members and guests attending the ceremony.

Students who are currently completing their final course in the National Advanced Certificate in Local Authority Administration level II and are eligible to receive their designations and must contact the Society of Local Government Managers by April 30th 2009 to make application to receive the CLGM designation at this year's Award Ceremony.

Contact:

Linda Davies, CLGM Executive Director/Registrar
Society of Local Government Managers
P.O. Box 308, Bruderheim, AB, T0B 0S0
Phone 780 796-3836 Fax 780 796-2081

NOTICE TO ALL MEMBERS OF THE SOCIETY OF LOCAL GOVERNMENT MANAGERS OF ALBERTA

This is to give notice of the Annual General Meeting of the Society of Local Government Managers of Alberta pursuant to Section 12.2 of the Bylaws of the Society of Local Government Managers of Alberta.

The Annual General Meeting will be held at 7:30 A.M., Thursday, May 14, 2009, Rockies meeting room, in the Delta Lodge at Kananaskis, Kananaskis, Alberta.

Linda M. Davies, CLGM
Executive Director and Registrar

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communications and problem solving processes. These high performing teams depend upon team building to achieve greater levels of effectiveness. This increased effectiveness leads to greater success and develops leadership qualities within the team. You want to achieve sustainable results by customizing your teambuilding to impact your workplace by:

- Enhancing the learning experience for lasting impact
- Helping build confidence in individuals by unleashing each person's potential
- Increase individual communication
- Helping break down barriers which in turn helps to build relationships
Encouraging a progressive, caring corporate culture
- Promoting effective teamwork
- Encouraging participative leadership
- Serving as an unequalled opportunity to spend quality time with colleagues

The best IDEAS come from playful minds. For example, a "Play Break" (short, sporadic activities) to lighten office moral and relieve stress may be just the thing your team needs. On the other hand, your team may need a structured event that will get them out of the office such as a two-hour, half-day or full day experiential activity that addresses your learning/fun requirements. Play can be an effective tool to drive innovation and produce results.

Engaging your group is paramount

Teambuilding can come in many different forms but the event needs to engage the group.

Your team will remember the fun, playful times more often than the boring classroom session with a sterile, structured environment. Teambuilding activities generate fun and laughter; they increase communication and cooperation, while never failing to entertain. Laugh, have fun, smile! What you may have thought was simply, "Fun... is incredibly effective at connecting people!" Engage them, get them involved, smile, have fun and create memorable moments!

Engage your team! Based on a variety of research articles, employees are not even close to being fully "engaged" in their jobs. You need to find ways to get them involved, create memorable moments on a regular basis. We know that companies with strong teambuilding components have a much more engaged work force resulting in high employee retention and a company culture that is extremely positive and leads to more productivity.

The simple benefits of teambuilding allows workplaces, organizations, conferences to connect people, to break

down barriers when people meet for the first time, and level the playing field with management and employees creating a highly productive team. Intense learning programs that develop technical skills are definitely important but something purely fun, like a day or moment of play such as a round on the golf course, an interactive lunch or an organized event with an experienced teambuilding company are crucial to your bottom line.

Don't miss the opportunity to move your company from good to great!!

As there are many different solutions that organizations should review to determine the best alternative, find those unique options that fit your company culture. The goal of teambuilding is to make work and play seamless, to create a more playful, creative and innovative corporate culture and to create a culture where people are comfortable in their environment, where motivation soars and team members strive to do their very best.

By unleashing your team's creativity, it builds relationships, and has a tremendous impact on personal & interpersonal skill development. This unleashing of creativity, improves the ability for teams to problem solve, provides stress relief, bridges communication barriers and empowers individuals. When you turn work into a place that encourages people to be themselves, having fun, and taking risks, you fuel this incredible energy. Powerful!

Whether it is taking part in a Quest Challenge, a Scavenger Hunt or being a contestant in a customized Game Show such as Space Cadet Challenge/Family Feud, Bike Build Adventure, Glacier Games or just participating in a series of Play Solutions, the perfect outcome is just that break from the office your team needs to move to the next level. We know adults don't play much differently than children. Adults just swear and cheat a lot more!!!

Seek out activities that:

- Provide a fresh, stimulating outlook
- Engages a team's inner passion and excitement
- Provides a feeling of positive empowerment
- Provides a sense of accomplishment

These edu-taining activities brings people together and encourages individuals to play, to expand their fun, with the end result of enhancing relations and improving communication thus increasing overall performance. The learning from having your team or group of people engage in edu-taining "play" is an essential consideration as you build your team



Handling Change

There are two ways for a manager to understand change: as catch up or as strategy.

If you see change as the disagreeable cost of catching up to the competition, you are already behind. But if you see it as the facilitator of your corporate strategy, you are pulling away from the pack at the clubhouse turn and ready to open up in the back stretch. Recognition of change as a constant part of getting where you want to be five years from now will allow you to manage technology more effectively, develop a more flexible business model, run your business more efficiently, and produce a better bottom line.

Change is inevitable, but can be made a little easier if one pays attention to the following guidelines.

Have Clearly Defined Strategic Goals

What business do I want to be in five years from now? What will my business model be at that time? Since investment decisions, human resources planning, and technology choices are all driven by the strategic plan, make sure you have a clear idea of what you want to achieve.

Be Proactive

Leadership comes from the top - that's you. Start the process, assign responsibilities and get going.

Make sure your production and sales managers provide you with concise and timely information about quality control and customer satisfaction. Project progress will create an appetite for progress and permit changes to be made while ensuring the target is kept in sight.

Don't Try to do it All Yourself

To go it alone is to set yourself up for failure. Not only will the project become bogged down while you stop to deal with operational matters, but, you will almost certainly lose heart and fall short of your strategic goals. Find people within the organization or hire consultants with the competencies you lack. The role of consultants is not to run your business but to provide a menu of solutions to specific problems and move the project forward. Whether the problem is a new marketing campaign or a revamping of HR policies, management should involve people who solve problems as quickly as possible.

Recognize Change as a Constant

Solving today's problems with little regard for the future is a short-term view and creates the risk you may lose sight of your strategic goals. Businesses and their support systems are too complicated and

expensive to be dealt with all at once. When embarking on change document the specific areas in your business such as administration/bookkeeping, HR, workshop/factory, or technology and develop a plan to review each on a cyclical basis knowing that upgrades will be required.

- This approach will ensure that:
- All areas move forward;
- The interdependence of all sectors within the business is recognized;
- Employees know they are working for a common goal; and

Investment and human resources requirements for the strategic plan will always be kept in sight.

Make Change User Friendly

Whether the change is as simple as starting to pay employees by direct deposit instead of by cheque or as complicated as setting up a new pricing system within inventory, never forget the end user. Failure to ensure seamless change will have an immediate negative impact on users who are naturally resistant to any change. Then, when the future dictates the need for additional change, resistance will increase.

Check Your Sources and Resources

Whether the change involves moving, hiring staff, purchasing new equipment or taking on new suppliers, make a due diligence investigation. Check references, visit sites that use the equipment, interview customers of the prospective new suppliers. These checks will help determine whether the job can be done and what ongoing support will be available if upgrades are needed or breakdowns occur.

Be Aggressive

Once change is decided upon it must be pushed aggressively. If timetables and expectations of management, staff, contractors, and suppliers are

not supported with training programs; if testing is not scheduled; if dates and arrival times are not scheduled; chances are the enthusiasm for change will wane as people are struck half in the old and half in the new. The anxiety created will result in frustration and undoubtedly lead to decreased productivity.

Management's responsibility is to manage. When management takes charge of change with a clear purpose and a strong support team, change will be viewed as part of strategic business development and welcomed. ☐

Visit our web site www.clgm.net

CONTINUING EDUCATION REQUIREMENTS

The Professional and Occupational Associations Registration Act requires regular members of the Society to undertake and complete continuing education, annually. This record of continuing education must be filed annually with the Society's registrar.

The Professional Development Reporting Form is being circulated to all members for completion. The Professional Development Area on the form has been changed to reflect the eight core practices of the profession.

Here is the Society's definition of continuing education along with the types of continuing education the Society will be looking for.

Continuing education: Those activities, which maintain or enhance ones capabilities in the field of Local Government Management/Administration or in the performance of a manager.

A member will report the type, sponsor, specific area, date and number of hours of professional development activity.

The types of continuing education refer to the method by which a professional development activity was taken and are listed here:

Seminar-Programs of one - half to five days duration where a full time moderator was present.

Correspondence - Programs requiring formal submissions of assignments with self-study.

Technical Writing - Writing technical articles.

Lecture Courses - Programs, which require your regular weekly attendance in a class, room setting.

Conference - Participation in technical sessions. Teaching-Lecturing and/or making a formal program, or developing a Local Government Manager Module, or exam.

Technical Committee Activity - Service as a member of a technical committee.

Technical Reading - Reading technical articles.

Self-study Programmed Learning - Programs requiring no submission of assignment or assistance from other parties, which use a combination of delivery modes i.e. Workbooks, audiocassettes, videotapes, etc.

Sponsor refers to the organization, which developed and/or delivered the professional development activity and is listed here:

University/Colleges/Technical School -
Self explanatory

In-house - Programs provided by your employer.

Other Professional Organizations - Programs provided by those organizations whose study requirements lead to a professional designation.

Government - Programs provided by all levels of government, government agencies or associations

Management Services Organizations - Organizations which provide programs to management i.e. consulting firms

Other - Programs provided by associations affiliated with a particular industry i.e. Canadian Chamber of Commerce, banks, trust companies, etc.

Members report on continuing education and professional development activities for the previous year. Many members have filed their reports for 2008. If you have not filed, please have your completed forms returned by July 15, 2009. ☐

Certified Local Government Manager

Society of Local Government Managers of Alberta

Registered under the Professional and Occupational Associations Registration Act the Society is a legislative regulated body that issues the professional designation "Certified Local Government Manager" (CLGM).

For more information go to: www.clgm.net

Annual General Meeting

Rockies, Delta Lodge at Kananaskis, Kananaskis, Alberta
Friday, May 14, 2009 7:30 A.M.

Tentative Agenda

1. Call to Order and Announcements:
2. Adoption of Agenda:
3. Adoption of Minutes:
4. Financial Statement:
5. Chair's Report:
6. Elections:
7. Business:
8. Adjournment

The Last Word

Congratulations to: New Regular Member Garry Roth CLGM, City of Grande Prairie; Kelly Kloss, RM Wood Buffalo.

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