



## REGIONAL LOCAL GOVERNMENT LEADERSHIP FORUMS

# ***SERVICE EXCELLENCE:***

# ***Delivery Efficiency & Effectiveness***

**8:30 a.m. to 4:00 p.m. Grand Prairie, November 29<sup>th</sup>  
and in Lacombe November 30, 2018**

*Customers want it! The public demand it! Council expects it! The budget requires it!* Meanwhile, staff and elected officials have some great ideas to enhance service efficiency and effectiveness. Learn the steps, use tools and share ideas to promote a culture of continuous service innovation.

This hands-on session using 'real time' service topics is designed for current and emerging service leaders, elected officials and managers in local, First Nation, Metis and regional governments as well as municipal corporations.

Make a leadership difference by guiding service innovation in your organization:

- Creating a service *excellence culture*
- Hands on implementation of a process for service *reviews & evaluation*
- Helping Council and organization to define service *expectations*
- Assessing service delivery *efficiency & effectiveness*
- Developing service *adjustment strategies*

Leave the session with the following to share with your colleagues:

- *Service Inventory Template*
- *Service Review Process Flow Chart*
- *Service Delivery Expectations Checklist*
- *Service Adjustment Strategy Continuum*
- *Service Innovation Ideas from colleagues*

The session will be facilitated by Dr. Gordon McIntosh – President, Local Government Leadership Institute who has delivered over 1,300 sessions for 140,000 civic officials throughout Canada and overseas.

### **How to register**

Registration Fee: \$275 plus GST per delegate prior to October 22, 2018 and 300.00 thereafter. Contact Linda Davies at SLGM 780-796-3836 or [linda.davies@shaw.ca](mailto:linda.davies@shaw.ca) for more information.