

# REGISTRATION

## ACCOMMODATION

When making your reservation, identify that you are attending the SLGM hosted workshop.

When booking your accommodations please quote conference booking: **SLGM2023**

Book early as there is limited availability at these rates.

**CROSSWATERS RESORT**  
ph.1.833.440.1964  
\$189 (plus applicable tax)  
click: [here](#) to book online

**POMEROY KANANASKIS MOUNTAIN LODGE**  
ph.1.833.440.1964  
\$229 (plus applicable tax)  
click: [here](#) to book online

## BRING YOUR PARTNER!

Kananaskis Village offers a variety of exciting activities such as horseback riding, hiking, golfing and mountain climbing if Horacio Galanti is available. Click [here](#) for more information and prices.

## REGISTRATION

Tuesday, May 9,  
11:30am to 5:30pm  
Pomeroy Kananaskis  
Mountain Lodge  
Conference Centre

## FEES INCLUDE:

Welcome Reception  
Coffee Breaks, Lunch and  
Awards Banquet  
(additional banquet tickets  
\$50 each)

Course Material  
(available [online](#) prior to  
the workshop)

LAST NAME \_\_\_\_\_  
FIRST NAME \_\_\_\_\_  
ORGANIZATION \_\_\_\_\_  
POSITION \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_  
PROVINCE \_\_\_\_\_ POSTAL CODE \_\_\_\_\_  
PHONE (BUS) \_\_\_\_\_ PHONE (CELL) \_\_\_\_\_  
EMAIL \_\_\_\_\_

## SESSIONS / EVENTS SELECTION (please indicate the sessions/events you are attending)

### Pre Workshop Forum – Sunday to Tuesday, May 7 to 9

Simplify Group Processes

### Mountain Refresher Day 1 – Tuesday, May 9

Boundaries, Bosses and Balance – 1:30pm to 4:30pm

Welcome Reception – 7:00pm to 10:00pm

Not attending

### Mountain Refresher Day 2 – Wednesday, May 10

1/2 Day Morning Sessions (select one session) 1/2 Day Afternoon Sessions (select one session)

Ethics

Accountability

HR: New Work Habits for a Changing World

Courageous Conversations

Coming Out of Chaos: Three things leaders need to know

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Creating Positive Collaboration

Creating Positive Collaboration

### Mountain Refresher Day 3 – Thursday, May 11

AGM Breakfast, SLGM members only - 7:30am to 8:45am

Not attending

Awards Banquet - 6:30pm to 10:00pm

Not attending

1/2 Day Morning Sessions (select one session) 1/2 Day Afternoon Sessions (select one session)

Legal Stream I: Pandemic Trends in Human Rights & Employment

Legal Stream II: Development requiring Provincial and municipal approval

Making Memorable Connections

Celebrating the Intergenerational Challenge: Differences are not Difficulties

Leaders Leading Leaders

How to Create a Service First Culture

## Register Today!

Registrations received before March 15 will be eligible for the **early bird draw**.

Three nights accommodation at the Crosswaters Resort, Kananaskis Village.



May 9 to 11, 2023

Join us for our pre-workshop forum!

## Simplifying Group Processes

Hosted by the Society of Local Government Managers



## Pre-workshop

### Three day course

Sunday, May 7,  
6:30pm to 8:30pm

Monday, May 8  
8:30am to 4:30pm

Tuesday, May 9  
8:30am to 4:30pm

## Instructor

**Dr. Gordon McIntosh, CLGM**

Acclaimed for providing a learner-based approach that is practical, energized and fun too!

Gord has delivered over 1,500 sessions for 140,000 civic officials throughout Canada and overseas.

Managers, supervisors, professionals, and Chief Administrative Officers all have one thing in common – they facilitate others. Effective leaders indicate 'facilitating' is a critical leadership competency for personal success. Achieving workplace excellence enhances staff performance and organizational capacity. Leading effective problem solving produces informed decisions. Coordinating strategic processes leads to collaborative goals and action by diverse stakeholders.

This program is designed for professionals, supervisors, managers and CAO's working in local, regional, and Indigenous government and agencies to:

- Deal with different behaviours and group dynamics.
- Engage stakeholders to address 'wicked' community challenges
- Involve staff to enhance workplace culture.

- Collaborate with other organizations for shared resources .
- Help council to develop strategic directions & decisions.
- Determine ways to enhance organizational excellence.

This highly interactive learning laboratory will enhance your facilitation skills, strategies and confidence using techniques from Gordon's *What's on First Base? – Realistic Priority Setting in Local Government* and:

- A facilitation 'tool kit' for future reference.
- Hands on use of various divergent and convergent techniques.
- Peer and instructor feedback to fine-tune your facilitation approach.
- Lots of ideas to deal with 'real time' challenges back home.



Please submit your registration form along with your payment. You may pay by cheque or purchase order, payable to:

The Society of Local Government  
Managers of Alberta  
Box 308, 4629-54 Avenue  
Bruderheim, AB T0B 0S0

Pre Workshop Forum & Mountain Refresher (Sunday, May 7 to Tuesday, May 9)	before March 15 \$1442 after March 15 <b>\$1,762</b>	\$ _____
3 Day Pre Workshop Forum (Simplifying Group Processes) (Sunday, May 7 to Tuesday, May 9)	before March 15 \$992 after March 15 <b>\$1,312</b>	\$ _____
2 1/2 Day Mountain Refresher (Tuesday, May 9 to Thursday, May 11)	before March 15 \$599 after March 15 <b>\$699</b>	\$ _____
_____ additional Awards Banquet tickets	\$50/additional ticket	\$ _____
<b>GST #866900905RT0001 (GST included)</b>	<b>TOTAL</b>	<b>\$ _____</b>

Cancellations must be in writing and received before April 21, 2023 (a \$100 cancellation fee will be withheld)

You won't want to miss the

## Exhibition

(starts at 5:00pm)

## Welcome Reception

Tuesday, May 9

7:00pm to 10:00pm

Convention Centre  
Pomeroy Kananaskis  
Mountain Lodge



### Tuesday, May 9

#### Boundaries, Bosses, and Balance

1:30pm to 4:30pm

Presenter: Jennifer Barroll

This keynote focuses on the difficult task of maintaining healthy boundaries in the workplace to maximize productivity, stay focused, and maintain balance. Jennifer Barroll will walk us through real-work examples of when and how to set boundaries, as well as how to respect other colleagues' boundaries.

**As a leader,** learn about effective communication tools that build trust and foster connections with teams. Learn what boundaries are. Why they are important. How to understand them, to create them and communicate them in a way they are well received.

**As a team member,** learn about directional communication and the different skills and awareness of mindsets used. The necessity of boundaries, how to begin the practice allowing that kind of communication.

#### Exhibition & Welcome Reception

7:00pm to 10:00pm

The Reception is an excellent opportunity to reach out to a select group of preferred professionals that provide services to local Governments, and to network with colleagues from across the province.

### Wednesday, May 10

#### Strengthening Ethical Practice: A

Professional Obligation

9:00am to 12:00 noon

Presenter: Leroy Sloan, PhD.

George Santayana in his book *The Life of Reason* (1905) stated the oft quoted maxim "Those who cannot remember the past are condemned to repeat it." In 1948 Churchill paraphrased Santayana but added a key concept when he stated, "Those who fail to learn from history are doomed to repeat it." Today we are experiencing a crisis in ethical behavior among our leaders worldwide. The repetition of such behavior begs the question as to whether organizations and government entities are learning from their past failures.

This session focuses on integrity and ethical practice and review what you personally, professionally, and organizationally have learned about ethical leadership recently and what you wish to do to strengthen this practice standard. When another municipal organization is found wanting in their ethical practice it affects all other such organizations. Is the typical response to review practice in your organization and make it a time of introspection, self-evaluation, and improved practice?

**HR Stream:** New Work Habits for a Changing World

9:00am to 12:00 noon

Presenter: Brenda Robinson, The Robcan Group

The new world of work is fast paced, demanding, and ever changing. How can you prepare to meet these challenges? The key elements for success today are flexibility, adaptability, and responsiveness. In the new world of work, we must reconsider some of our old habits and replace them with new

ones. Do we really need to have "everything in its place and a place for everything?" Is it necessary to keep things for "just in case?" Are we ready to trust technology and let it help us meet new challenges? Are we prepared for flexible hours of work and remote work arrangements? Are we ready to look at shared workloads and co-positions? Will we ever catch up again and is it important? Has our paper trail become a four-lane highway? Are we still trying to do more with less instead of doing it differently and better together?

Let's work on moving ahead in progressive, proactive, and positive ways.

#### Creating Positive Collaboration

9:00am to 12:00 noon or 1:30pm to 4:30pm

Presenter: Jack Novack, Professor (retired), Dalhousie University

Class limit: 25 students per session

Municipalities are increasingly having to address very complex problem. To respond effectively requires the active participation of many actors. Or to put it another way, problems are not so kind as to fall neatly within the boundaries of a single municipal department. What is true collaboration, when is it necessary and productive and when is it unnecessary and a time waster and what are some of the key ingredients to making collaboration work well? According to some of the latest research collaboration works best when there is a state of psychological safety. Without psychological safety there is no incentive to contribute honestly, fully, and freely and as such limits the possibility of true collaboration.

**Coming out of Chaos:** Three things leaders need to know

9:00am to 12:00 noon or 1:30pm to 4:30pm

Presenter: Marvin Washington, PhD

Phew, if you are like most people, you have been through a lot over the past 5 years! It feels like we need a new word to describe the changes we have been through. I use the word, Tsunami to describe the changes we

have been through. Most of us think of change as a project. Even Hurricanes, however violent, have an announced start (meteorologists forecast when they will make landfall, we board up our windows, seek shelter, and then come back to assess the damage when the hurricane ends). Tsunamis come without warning! The past 5 years of Tsunamis have highlighted three important skills leaders need. Leaders need to make decisions, create and nurture teams, and make everyone feel like they belong.

We will cover some tips and provide some immediate tools you can use to make better decisions, create more effective teams, and make everyone that you lead feel like they belong!

#### Accountability

1:30pm to 4:30pm

Presenter: Leroy Sloan, PhD.

Municipal organizations hire staff, make strategic plans, set organizational goals, approve budgets, expend large sums of money, and set policy and administrative direction. All such actions can be taken with little positive impact on the organization and its mandate unless accountability mechanisms are also implemented in each of these functions. When accountability is lacking, staff morale and motivation are negatively affected. The role of leadership is to set people up for success, catch them doing it and affirm them for it. Accountability and ownership can be coached.

This session will examine accountability tools that can be utilized together with the positive outcomes associated with their use.

#### Courageous Conversations

1:30pm to 4:30pm

Presenter: Jan Fox, The Robcan Group

Why is it so difficult to talk to people when we feel we disagree, or we are in conflict with each other?

Why do we end up saying; "I wish I had said ..." or "I have to talk to her ..." or "Why didn't I think of ..." or "I just couldn't say it ..." There are many situations when we have to say things that feel awkward or uncomfortable. What are we afraid of?

Learn more strategies for gathering up your courage to have those difficult conversations.

### Thursday, May 11

**Legal Stream I:** Pandemic Trends in Human Rights & Employment

9:00am to 12:00 noon

Presenter: Sean Ward, Reynolds, Mirth, Richards & Farmer LLP

This session will cover recent changes in the law surrounding Human Rights, discrimination, occupational health and safety, workplace harassment and bullying and employment law. We will also address modified work weeks and working from home and how employers can address some of the organizational challenges that may arise in a post-pandemic workplace.

#### Making Memorable Connections

9:00am to 12:00 noon

Presenter: Jan Fox, The Robcan Group

Working together works. Boards, teams, committees, and councils are all ways to get best outcomes by working together. Being engaged, involved, and included brings the strengths of individuals together for memorable connections. Discuss the roles we play in organizations and on teams. In a busy world it is sometimes difficult to find the time to build partnerships, develop teams and work on the relationships needed to achieve positive results. Practice the "C" formula for enhancing connections: Communicate, Collaborate, Cooperate, Consensus, Creativity, Change, Challenge & Celebrate.

**Leaders Leading Leaders**—How to create an inspiring workplace culture where EVERYONE wants to work

9:00am 12:00 noon

Presenter: Michael Kerr

In this high-energy, humour-filled, and idea-packed presentation, Hall of Fame speaker Michael Kerr will share ideas on how to create a more collaborative, resilient, and inspiring workplace culture that drives results in every aspect of your work as a municipal leader.

As a recovering government manager, Michael understands the challenges associated with leading in a government setting and just how important it is to be an intentional leader who fosters a great working environment.

Learn why your culture is the #1 driver of success and how you can influence your culture in simple but powerful ways.

**Legal Stream II:** Development requiring Provincial and Municipal Approval

1:30pm to 4:30pm

Presenters: Kelsey Becker Brookes, Reynolds, Mirth, Richards & Farmer LLP

More and more development in Alberta requires approvals at both the provincial and municipal level. We will discuss when and how municipal decision-maker's discretion is limited or displaced by related provincial approvals and the impacts on decision-making at first instance and on appeal.

**Celebrating the Intergenerational Challenge**—Differences are Not Difficulties

1:30pm to 4:30pm

Presenter: Brenda Robinson, The Robcan Group

Today's world can present you with a challenge or a chore - the choice is yours. What can we do to encourage intergenerational understanding? Have we joined the "I" generation? Are we isolated, insulated, even independent, individualized and sometimes even indifferent? Do we pre-judge and get set in our ways?

What motivates younger people to work with us? Is the new era difficult - or just diverse in ways of thinking and doing?

Understanding differences can lead to enhanced decision making and informed processes. Celebrating differences will bring excitement and energy to the work we do.

**How to Create a Service First Culture**

1:30pm to 4:30pm

Presenter: Michael Kerr

Just because your "customers" can't go anywhere else, it doesn't mean you don't need to invest in fostering a customer experience mindset and culture.

In this engaging session, Michael will remind you of all the benefits of focusing on a service-first culture and how a service-first culture will make your life easier as a municipal manager!

You'll learn how focusing not just on customer service, but on the entire customer experience, will help you engage *all* your employees and deliver more consistent service excellence. You'll learn why great service starts on the inside, the connection between service and employee engagement, and simple strategies to help you level up your customer service.

Join us for some good fun and great laughs at this year's **Awards Banquet**

Thursday, May 11  
6:30pm to 10:00pm

Exit  
Laughing...

An award-winning comedian, Jebb Fink has spent several years performing comedy across North America and internationally on various cruise lines.

Jebb's clean comedy and his ability to cater his show for any audience will ensure there is never a dull moment.