

2019 Administrative Professionals Conference

How to Thrive, Not Just Survive, in Times of Change

Nanaimo, BC



APRIL 10-12, 2019 ADMINISTRATIVE PROFESSIONALS CONFERENCE

Vancouver Island Conference Centre, Nanaimo, BC

This annual conference is specially designed for the administrative professional working in the BC local government context. If you're an administrative or executive assistant, office coordinator, clerk, or front-line staff, you play an important administrative role in your local government organization.

This annual conference features sessions on how to thrive in times of change, manage your stress and difficult conversations, build a positive work environment, and learn to create your own outcome towards stronger and effective partnerships.

This exciting conference will provide excellent networking and information sharing opportunities for all levels of administrative professional staff.

[Register online](#) before April 3, 2019

Do you have managerial or supervisory duties in your position? You may be eligible to become a first-time LGMA member.

Visit our website for more information. [LGMA | Become a Member](#)

REGISTRATION DEADLINE

April 3, 2019

You may be eligible for a first time LGMA membership and receive \$150 voucher towards this program

Early Bird Rates until

March 11, 2019:

\$710 + GST LGMA Member

\$830 + GST Non-Member

Regular Rates March 12, 2019:

\$770 + GST LGMA Member

\$885 + GST Non-Member

Cancellations

Cancellations are accepted without penalty before April 3, 2019

No refunds after April 3, 2019

Coast Bastion Hotel
11 Bastion Street
T. 250.753.6601

Best Western Dorchester
70 Church Street
T. 250.754.6835

Accommodations can be made by quoting "LGMA Room Block"

Room Rates from \$130-\$189 until March 10, 2019

Available until room blocks are full at each hotel

Supporting local government professionals since 1919



T. 250.383.7032

E. office@lgma.ca

[LGMA | 2019 Admin](#)

WEDNESDAY, APRIL 10

3:00 – 4:30 PM	WALK THROUGH TIME – Optional Activity Nanaimo Heritage Walk with City Heritage Planner
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Tour BC's third oldest community and walk through time with City of Nanaimo's heritage planner as you discover the heritage and history of Nanaimo. Walk along Bastion Street and up to Fitzwilliam Street Heritage Gateway, the original Old Town, and learn about the heritage and history of the city along the way.

Wear comfortable walking shoes and meet in the New Castle Island Lobby of the Vancouver Island Conference Centre.

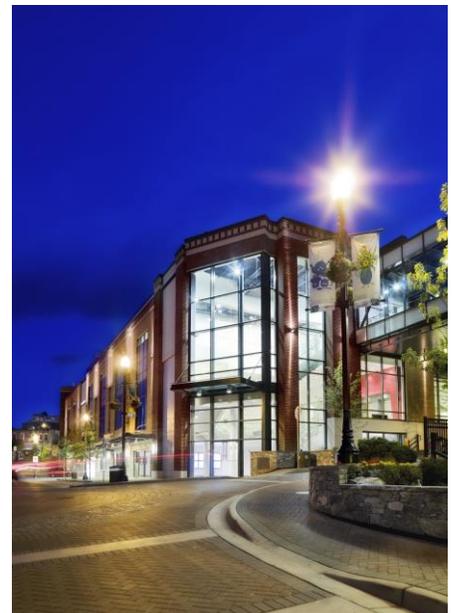


6:00 – 8:30 PM	WELCOME RECEPTION New Castle Island Lobby – Vancouver Island Conference Centre
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Working in support of our local government communities, administrative professionals are the heart of the organization. You have some of the toughest roles in local government as you are on the ground interacting with the public and supporting your local government management teams daily.

Join members of the Admin Professionals Conference Committee for an informal reception in the New Castle Island Lobby at Nanaimo's Vancouver Island Conference Centre.

You will have the opportunity to meet fellow local government administrative professionals, enjoy a light appetizer and refreshment, and make a new friend or two. This reception is an excellent opportunity to find connections with other local government professionals who can relate to you in your role.



THURSDAY, APRIL 11

7:30 – 8:30 AM	BREAKFAST Mt. Benson Ballroom A
8:30 – 10:00 AM	BE YOUR OWN SUPERHERO: HOW TO THRIVE, NOT JUST SURVIVE, IN TIMES OF CHANGE Keynote: Diane A. Ross, Elephant Conversations Ltd.

Do you worry and agonize over speaking up? Do you think of every excuse in the book to avoid conflict? And when you do end up having a tough conversation do you find yourself wondering how it all went wrong? Or worse yet, spending the entire time trying to prove you're "right"?

This happens to all of us, and unfortunately these experiences convince us we need to avoid speaking up at all costs in the future. When we avoid speaking up, sharing our views and asking for what we want and need, things do not get resolved, feelings are hurt and important conversations are not had. This happens because we're scared and following our instincts to stay clear of the fear and be safe. But the secret to dealing with change and difficult communications at work is to do the opposite of what your instincts tell you to do!



Get ready to shift your perspective, and find the courage to show up, speak up and thrive in a changing environment. It is time to embrace your superhero identity as you navigate the ups and downs of your professional, and personal life.

Learning objectives:

- The reasons your intuition and habits may not be serving you.
- Strategies to interrupt your instincts and make choices that empower you.
- What to do to step into your power and speak up with poise and grace.

10:00 -10:15 AM	REFRESHMENT BREAK
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10:15 - NOON	MANAGING YOUR STRESS AND BUILDING A POSITIVE WORK ENVIRONMENT
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Facilitator: Allison Habkirk, Local Government Consultant and Educator
Panelists: Lisa Gentry, Executive Assistant, City of Campbell River
 Lindsey Haldane, Supervisor - Inspection Administration, District of Saanich
 Dyra Pridham, Senior Executive Assistant to Mayor and CAO, City of Prince George
 Rena Schill, Legislative Services Coordinator, City of Williams Lake

The workload pressures and expectations on staff working in local government can be immense. Whether there have been significant changes resulting from the local government elections or not, staff will be asked to take on additional tasks in the transitional period.

As an administrative professional you may provide support to more than one manager and competing demands may add to your stress and workload. What can you do to manage and thrive in this environment? This facilitated panel discussion will provide an opportunity for participants to share their experiences, how they manage stresses in the workplace, and what steps they have taken to build a positive work environment. An opportunity will be given for participants to ask questions making this an interactive session.

Learning objectives:

- Understand what stresses exist in the workplace and how they can affect you
- Learn about how you can identify workload pressures and expectations and articulate them to your supervisor
- Learn from peers about how to be proactive rather than reactive, how to ask for support, what you can do to educate your manager, how to communicate your position on how valuable you are and identify what is a respectful and positive work environment

NOON - 1:00 PM

LUNCH



1:00 - 2:00 PM

SKILL BUILDING SESSION: DIFFICULT CONVERSATIONS FUNDAMENTALS
Diane A. Ross, Elephant Conversations Ltd.

This one-hour interactive session will provide participants with practical hands-on skills to tackle difficult conversations and put into practice what they have learned. Building upon the morning session, Diane will bring it all together and highlight how to manage difficult conversations using real-life tools, strategies, and relevant examples, so you can assert yourself in a productive and professional manner.

Learning Objectives:

- Preparation strategies that are simple to master, easy to implement, and set you up for success
- What an ABC message is and why every successful conversation starts with one
- How to navigate reactions and prevent conversations from spiraling out of control
- Two critical secrets of powerful responses to make sure your message gets through

2:00 – 2:15 PM

STRETCH BREAK

2:15 – 4:30 PM

RESPONDING WITH RESPECT – ON THE FRONT LINE
Geoff Moffett, Canadian Mental Health Association

This plenary session is designed to give you tools you need to work with clients and or the public who may be experiencing distress due to mental illness or stress. You will gain knowledge on how to recognize those who may be experiencing a mental health problem, respond with respect to their behaviours and safely and appropriately refer them to resources to obtain help. You'll have an opportunity to ask questions and leave feeling better equipped to respond to the public.

Learning objectives:

- Learn the 3 R's Framework: recognize, respond with respect, and refer to resources
- Learn about resources in your local community
- Increase your mental health literacy

4:30 – 6:00 PM

FREE TIME TO EXPLORE DOWNTOWN NANAIMO

6:00 – 9:30 PM

DINNER AND NETWORKING
OPTIONAL ACTIVITY – PAINT NITE

After a full day of learning and sharing, come and experience an evening of good food, good conversation and a new experience. This evening provides a great opportunity to network with colleagues in a relaxed environment.



Sunshine Mountain

After dessert, experience the fun of painting – no experience is required. Follow step-by-step instructions from a Paint Nite® instructor who will lead participants in an evening of fun and art as you create your own unique painting.

Additional cost of \$20 includes all painting supplies. Come and create a signature piece of original art – yours -- and discover your 'Picasso' within.

The program was designed with the input of experienced local government administrative professionals. Thanks to the following advisory committee members:

Lisa Banfield, District of Central Saanich
 Kari Cameron, Regional District of North Okanagan
 Lisa Gentry, City of Campbell River
 Lindsey Haldane, District of Saanich

Angela Mowatt, City of Nanaimo
 Dyra Pridham, City of Prince George
 Rena Schill, City of Williams Lake
 Cora White, City of Nanaimo

FRIDAY, APRIL 12

7:45 – 8:30 AM	BREAKFAST Mt. Benson Ballroom A
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8:30 – 10:00 AM	HOT TOPICS IN LOCAL GOVERNMENT Todd Pugh, Executive Director CivicInfo BC
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Keep yourself up-to-date on those issues that will be engaging your CAO and Management staff. This session is back by popular demand, and for good reason, as it keeps you current on hot topics affecting local governments across British Columbia.

Join Todd as he provides a look at the recent local government elections and highlights the current issues facing local governments in 2019.

10:00 – 10:30 AM	REFRESHMENT BREAK and HOTEL CHECK OUT
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10:30 AM – NOON	POWERFUL PARTNERSHIPS Diane Bourret, CPCC, ACC, 3 Green Lights
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After a local government election, you'll often see change. That change may be at the elected level or senior staff leadership level and you may be part of a new team or the same team focusing on a new direction. Whatever your situation, the most successful teams are ones built on trust, good communication and respect. Understanding, appreciating, adapting to and supporting your team members strengths, personalities and styles, all help in building powerful partnerships.



Powerful Partnerships become possible when people can adapt and connect to their different styles. Only then is it possible to completely utilize each other's strengths. Powerful Partnerships depend on each other to achieve a common purpose. When in sync, each person contributes to the other's accomplishments resulting in a win-win partnership which is fundamental to any team success. Some benefits include: increased productivity, effective communication, clarity of role and purpose, and overall team effectiveness. Learn how you can create your own outcome to stronger and effective relationships.

Learning objectives include:

- Identify how and when to communicate with your manager for maximum results
- Adapt and connect with others to create strong and effective relationships
- Uncover meaning in preferences and behaviour
- Gain a deep insight into yourself and your colleagues
- Build on each other's strengths to create an effective team
- Gain trust and work together to create better relationships

NOON – 12:45 PM	LUNCH
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12:45 – 2:00 PM	KNOWLEDGE CAFÉ
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Organized table discussion with peers in similar roles and responsibilities provides an opportunity to informally discuss important issues of common concern and discover and develop strategies together to address them. An excellent time to network with your peers through organic discussions relevant to you and your position in local government.



2:00 PM	ADJOURN
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JOIN THE LGMA 100,000 HOURS VOLUNTEER CHALLENGE



Local government professionals are committed to helping their communities. In addition to dedicating their working hours to improving the lives of people in their communities, many local government professionals also dedicate their free time to helping their communities through volunteerism.

To help celebrate LGMA turning 100, we have launched a 100,000 Hours Volunteer Challenge to highlight the many volunteer hours local government professionals contribute to their communities.

Join the LGMA in reaching its goal of collecting 100,000 hours of volunteer time to the end of 2019.

[Visit LGMA's website](#) to add your volunteer hours and to learn more about the 100,000 Hours Volunteer Challenge and our 100th Anniversary Legacy Projects.