



Leadership Skills Practice Lab

Tues, June 11, 8:00 am – 4:00 pm
Westin Bayshore, Vancouver

Many local government professionals who have participated in leadership training often want more opportunities to practice or refresh their skills. This practice lab is for those who have previously completed a leadership training program, either with the LGMA or with another organization, and who want to hone their leadership competencies of respectful and collaborative conflict resolution through practice.

In this applied workshop, you will have a quick review of the theory and models of giving and receiving effective feedback, navigating challenging conversations, and coaching strategies as a leader. This workshop will primarily feature skills practice, facilitated by conflict resolution practitioners, to hone your approach in simulated, scenario-based exercises. You will receive individualized feedback to support the integration of these crucial leadership competencies.

Learning Outcomes:

At the completion of this 1-day course, you will be more proficient at giving and receiving feedback, preparing for a difficult conversation, and coaching others to proactively resolve their own challenges.

Learning Objectives:

- Manage the emotional aspects of a challenging conversation;
- Receive feedback well including listening for the message, showing understanding by paraphrasing and reframing and gathering specifics by using probing skills;
- Give constructive feedback using clear and specific descriptive language;
- Use basic empathy, asserting, paraphrasing, summarizing and powerful questions to support coaching goals;
- Assist individuals and teams to effectively manage conflicts.

Coaches:

Kent Highnam, Cert. ConRes., BA, MA, has a background in international and public relations with the United Nations and the International Committee of the Red Cross. He has worked in public and private organizations as an instructor and practitioner in collaborative, interest-based processes in both English and French. A visiting lecturer at Simon Fraser University until 2012, Kent also has experience in human resources and labour relations issues. Kent is Program Director at the JIBC's School of Health and Community Social Justice and teaches for the Centre for Conflict Resolution as well as for the JIBC Law Enforcement Studies Diploma.

Anna Richards, Cert. ConRes, Registered Clinical Counsellor, MCP (Counselling Psychology), is a registered clinical counsellor, mediator and conflict coach in private practice in Vancouver and also works as a coach and instructor at the JI. She specializes in helping clients understand and navigate the emotional currents that accompany conflict both in the personal and professional spheres. She works with a diverse clientele and has focused much of her practice on helping individuals impacted by trauma and loss.

Zoë Younger, Cert. ConRes, MA (Counselling Psychology) is a registered Clinical Counsellor and has worked in treaty negotiations and complex, multi-party negotiations in the natural resource sectors with an emphasis on community economic development and social justice. Zoë maintains a private counselling practice helping individuals and couples move through relationship challenges, major life transitions, parenting, substance misuse, and workplace issues. She is also a VPD Crime Victims Assistance Program counsellor, and an active community volunteer.

Fees: \$385 + GST (Early Bird); \$425.00 (after April 18)
** lunch and refreshments will be provided*

Registration: To register online, please [click here](#), or visit www.lgma.ca/lgma2019 to view additional Conference event information.



Participants are invited to the **“Hats Off” President’s Welcome Reception** to help kick-off the LGMA’s Annual Conference “Focused on the Future”. Tip your hat to friends old and new. The welcome reception is being held at 5 pm on the showcase floor.