



LGMA

LOCAL GOVERNMENT
MANAGEMENT ASSOCIATION
OF BRITISH COLUMBIA

2010 Local Government Administrative Professionals' Conference



The Local Government Management Association is pleased to announce that the Local Government Administrative Professionals' Conference will be held at the beautiful Tigh-Na-Mara Seaside Spa Resort & Conference Centre in Parksville from October 28-29, 2010.

This exciting two-day conference will provide excellent networking & information sharing opportunities for all levels of administrative professional staff.

We have a wonderful showcase of speakers, professionals and practitioners. Please see the attached for the complete program offering.

Cost: \$550.00 + HST (includes all meals)

Registration will be limited to 120 individuals

Registration is available online at <http://www.civicinfo.bc.ca/event/lgac2010.asp>

Delegates are responsible for making their own accommodation bookings. Due to limited availability, standard rooms will be offered at a rate of \$129 per night plus applicable taxes. This rate is in effect until September 27, 2010. Phone the Tigh-Na-Mara Reservations Department at 1-800-663-7373 or email at info@Tigh-Na-Mara.com. Please identify yourself as attending the LGMA Administrative Professionals' Conference, Guest Tile \$10897Y. Further information on the Tigh-Na-Mara Seaside Spa Resort & Conference Centre and directions on how to get there can be found at <http://www.Tigh-Na-Mara.com>

Registration deadline is October 12, 2010.

Cancellation Policy: Requests for refunds/cancellations will be accepted up to October 11th subject to a \$50.00 cancellation fee. No refunds after October 12th. Conference attendance is transferable.



**2010 LOCAL GOVERNMENT ADMINISTRATIVE
PROFESSIONALS' CONFERENCE
OCTOBER 28-29, 2010
TIGN-NA-MARA SEASIDE SPA RESORT &
CONFERENCE CENTER
PARKSVILLE**

Program Agenda

THURSDAY, OCTOBER 28, 2010

7:30 – 8:00 AM

Registration

8:00- 8:30 AM

Delegate Welcome

8:30 – 10:00 AM

Leadership Development

Presenter: Penny Ballantyne, retired City Manager

Your job has changed. And, today more than ever before, there are opportunities to take on more of a leadership role. So how do you do that? Leadership development starts with a self-awareness and recognition of your own leadership style. Be a better leader by: understanding the tools and strategies to better manager yourself going forward; creating trust, strengthening your relationships and building new ones; and discovering creative ways to strategizing and solving issues.

Learn from an exceptional leader who will share her experience with participants. Penny Ballantyne, former City Manager for the City of Victoria led by example. Penny set new standards of professionalism and public service during her time as the City Manager. She built a cohesive team of senior managers, renewed the City's commitment to professional communications and positioned the City to be an employer of choice in a competitive job market. Penny did this by spending time with employees at each level in all departments of the City to learn more about the work they do and what improvements could be

made to make their job better. Penny's "open door policy" welcomed any employee from the City to express any concerns directly with her created an environment of openness and trust. Working for an exceptional leader like Penny inspired those who worked for her to discover and develop their own leadership style.

10:00 – 10:30

Break

10:30 – NOON

Concurrent #1

Can I give this out? What frontline staff need to know about Freedom of Information and Privacy

Presenter: Paul Hancock, City of Vancouver

Back by popular demand, if you missed this session last year, now is your chance to learn about freedom of information from the perspective of frontline staff. How should you respond to public requests for information - what, from a staff perspective, is appropriate for you to disclose to the public, in particular with respect to privacy? When is it ok to release something over the counter and when should you be asking the person to make an FOI request instead? Presenter Paul Hancock will use case studies to illustrate "best practices" for frontline staff to follow when dealing with information requests from the public, and point out some of the more common pitfalls that staff may encounter.

Paul Hancock is the Manager, Corporate Information and Privacy at the City of Vancouver. He is a practicing lawyer with twelve years of experience in the freedom of information and privacy field. He has given numerous presentations on this subject and was a contributor to the LGMA Freedom of Information Tool Kit.

10:30- NOON

Concurrent #2

Policies, Procedures & Bylaws- What are they and how to use them.

Presenter: Janice Schmidt, City of Victoria

Are you required to interpret particular bylaws or policies or explain them to the public? Have you ever been asked to take a new policy and draft a procedure to turn it into action? Local governments manage a wide range of community issues, often very complex and multifaceted, and the approach to addressing the issues and implementing solutions will vary greatly.

Staff deal with policy, bylaw and procedural issues every day at some level and are regularly called upon to interpret documents and decisions and apply them in a practical way. This is not always straightforward, nor is it always easy to know whether a particular situation is most appropriately addressed through a bylaw, policy, procedure or some combination of the three.

In this session, you will learn:

- how bylaws, policies and procedures are defined
- their differences, similarities and interrelationships
- why they are important to local government
- how bylaws, policies and procedures are developed and approved
- the characteristics of good and not-so-good bylaws, policies and procedures
- how to draft a simple policy and procedure

NOON – 1:00 PM

Lunch

1:00 – 2:30 PM

Ergonomics : Love Your Office!

Presenter: Erin Lee, New Vitality Ergonomics for the Desk Pilot

*Does your back hurt after a day at the office?
Do you find yourself fiddling with your monitor height, trying to make it work with your new progressive lenses?
Does it seem as though you can't get both your mouse and keyboard in a comfortable position at the same time?*

The average employee in British Columbia works 36.1 hour per week. (Source: Statistics Canada). This seminar is a great way to introduce you to some basic methods to avoid repetitive strain and back injuries during the many hours that you spend at your desk! In this session you will learn how injuries occur in the office environment and leave with an understanding of how to set up your office workstation to minimize discomfort and maximize productivity. In addition, you will learn strategies and stretches that will counterbalance the strain and tension developed in your muscles as a result of spending a long day at your desk.

2:30 – 3:00 PM

Refreshment Break

3:00 – 4:30 PM

**Concurrent #1
Meetings & Minute Taking**

Presenter: Lisa Zwarn, Manager, Local Government Leadership Academy

Lisa Zwarn will walk delegates through an interesting and informative session on meeting procedures for councils and boards with an emphasis on those topics that may be of particular interest to administrative professionals. In particular, Lisa will provide information on minute-taking standards and demystify the rules of order with a discussion around making motions, debating and voting.

Lisa has worked in and with various local governments for the past 17 years. Currently, she is the Program Manager for the Local Government Leadership Academy. She is the former City Clerk for the City of Langley and has a great deal of experience dealing with the challenges facing administrative staff. Lisa currently works as an instructor at Capilano University, teaching the Fundamentals of Corporate Administration and has authored the textbook for that course. Lisa is also a Registered Parliamentarian. (Not only has she read Robert's Rules of Order more than once, she has been tested on it.)

3:00 – 4:30 PM

**Concurrent #2
Project Management**

Presenter: Trip Kennedy, J.S. Kennedy and Associates

Whether have you been given responsibility for managing a project or would like to take that next step in your career progression, learn about the key steps involved in successful project management: good planning, a strong reporting system and an ability to prepare for and deal with changes along the way. Join Trip Kennedy, who will take this complex process and focus on the critical factors that can be applied to a project of any scale. Leave this session with practical tools for tackling a project in your own organization.

As a manager, professional advisor, and adult educator, Trip has more than 30 years experience working with public, voluntary, and private sector staff and leaders. His experience covers all government levels from local to international and all roles from direct service delivery to corporate management. As an expert in project management, Trip led a major revision to the BC government's flagship project management training course.

4:30-6:30 PM

Break – Enjoy a spa treatment (30% OFF minimum 1 Hour Treatments), Pool or Hot Tub

Book treatment at nicole.wallace@tigh-na-mara.com.

Let them know you are with the LGMA Conference

Valid for Oct. 27-29

6:30 – 7:00 PM

Reception

7:00 PM

Dinner

FRIDAY, OCTOBER 29, 2010

6:00 – 6:45 AM

Early morning wellness

Presenter: Dawn Boyle (Certified Yoga Teacher)
LGMA Administrative Assistant

Shake off the cobwebs and join us for early morning yoga. This is a level one hatha postures stretch class that will involve modified sun salutations, balancing postures, spine strengthening and deeper nourishing stretches on the floor to start off your day. The class will conclude with a short meditation. *Bring your own yoga mat (a few will be available).

7:15 – 8:00 AM

Breakfast

8:00 – 8:15 AM

Opening remarks

8:15 – 9:15 AM

“Hot Topics” In Local Government

Presenter: Tom MacDonald Executive Director
Local Government Managers Association

Once upon a time, working for a municipality or regional district was pretty well about enacting land use regulation, providing services such as police, fire, public works, and recreation, and periodically taking on special projects that came up from time to time. Interesting, but pretty straight-forward. Nowadays, local government administration in British Columbia has become considerably more complicated and challenging as many new matters are now deemed to be in the domain of local government. Topics such as climate change, sustainability, and homelessness, to mention just a few, have risen to the forefront while at the same time, taxpayer groups and business lobbyists are screaming for taxes to be reduced. The use of social media tools such as Twitter and Facebook are also fueling the public’s ability to create pressure on municipal organizations.

What are the new issues coming down the pipe for your organizations, and which of them are likely to skew the priorities of your managers and elected officials in the future? This session will provide an overview of the current “hot topics” and the likely impacts they may have on your organization.

9:15 -9:45 AM

Refreshment Break

9:45 – 12:15 PM

Mind Mapping

Presenter: Dragana Djurasic, Principal,
Radiant Minds Thinking Tools Seminars

This course is especially relevant if you are trying to cope with ever increasing amounts of information at work and taking on multiple roles. Mind Mapping® allows you to achieve clarity on the overall picture of everything you are expected to be working on and get a clear view of what needs to be done by you and by others. It will save you time, improve your efficiency and help you become more creative in your thinking. Mind Mapping® allows you to plan more effectively when you simply have too many details to remember and keep on top of everything you need to.

Dragana brings a rich background from such diverse fields as Corporate Law, Sales, Silva Method, and her training and certification by the Buzan Centre as a Mind Mapping Instructor®. She teaches individuals of all ages to “think, learn and create better”.

12:30 – 1:30 PM

Lunch

1:30 – 3:00 PM

Humour – Putting joy back in your work

Presenter: David Gouthro, The Consulting Edge

So, are you having fun or are you getting your work done? Wait! Don’t answer – It’s a trap! It isn’t one or the other and don’t be

tricked into thinking it is! It's a rather unfortunate consequence of our productivity-focused society that so many people think "if you're having a good time, you can't be doing much of value". Given the choice of working with someone who is effective, efficient and having fun, or someone who is effective, efficient and miserable, whom would YOU rather work with? In this fast-paced exploration of having fun at work, we'll burst through some of the barriers that keep us from enjoying ourselves while keeping our organizations happy (sorry, make that productive...or profitable)!

David Gouthro possesses a rare talent for instilling inspiration, courage and innovation in audiences and individuals engaged in his programs and presentations. For over twenty years, he has been encouraging others to seize the day and act to develop greater personal effectiveness, regardless of their situation.

3:00 PM

Wrap up & adjourn