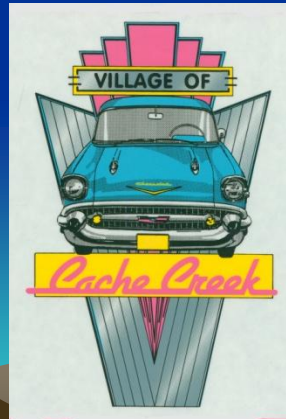


# Survival Techniques of a CAO

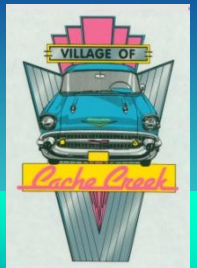
2010 LGMA Conference May 18 – 21  
Whistler, BC



# Survival Techniques of a CAO

## Governance Structure – Cache Creek

- Local Government structure consists of a Mayor and 4 Councillors
- Roles and Responsibilities of local government delegated into committees
- The Village of Cache Creek has 10 committees
- Each committee is chaired by a member of Council with an alternate

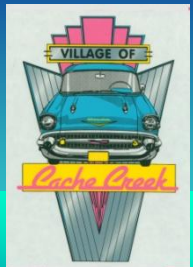


# Survival Techniques of a CAO

## Essential to be a good people manager

- Elected Officials,
- Unionized staff,
- Non-unionized staff,
- Special interest groups,
- Public, media, etc.

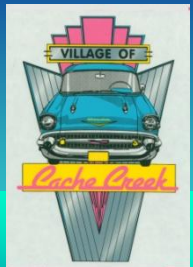
A CAO needs to be able to manage a variety of people effectively, enjoy multiple challenges and be constantly solving problems.



# Survival Techniques of a CAO

## Relationship Building

- Effective relationship building through leadership, coaching & team building
- Lead by example – be ethical
- Understand your Corporate Culture
- Communicate effectively – listen, build trust, respect, be honest and treat everyone equally



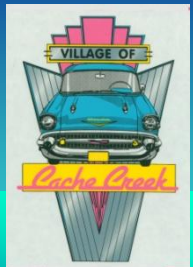
# Survival Techniques of a CAO

## Council & Committees

### Managing Elected Officials

- Micro-Managing the daily operations
- Negotiations with External Public or Private Agencies
- Managing Relations with Internal & External Customers
- Conflicts of Interest

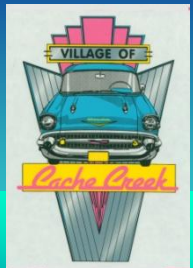
**“It’s all in how the message is presented”**



# Survival Techniques of a CAO

## Managing Council

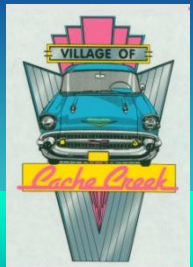
- Understand the political implications of all communications
- Maintain your values & principles
- Communicate openly and keep Council informed (includes telling them what they don't want to hear)
- Manage work / life balance (expected to be available 24 / 7 - don't get burned out)



# Survival Techniques of a CAO

**“Risk comes with the position”**

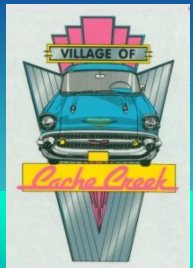
- Contracts / Severance / Lawyers (pros & cons)
- Municipal Elections every 3 years
- Relationships with previous Mayor & Council



# Survival Techniques of a CAO

## Building a Better Community

- Making sure the policies and directions given by Council are administered effectively
- Providing leadership to staff through fostering a respectful workplace environment



# Survival Techniques of a CAO

**Each Council / Community is unique. What works in my situation may not work in yours.**

## QUESTIONS?

