

MATI

Managing People in Local Government Organizations

May 6-11, 2012
Bowen Island, BC

A partnership between Capilano University and
the Local Government Management Association of BC.



MATI®



LGMA

MUNICIPAL ADMINISTRATION
TRAINING INSTITUTE



MATI 2012 – MANAGING PEOPLE

This MATI course is about managing the performance of your organization, engaging your staff, and maximizing your own professional performance.

From Hire to Retire: A Roadmap for Managing Employees in Local Government

Local government organizations today have to be increasingly agile – thinking, performing and changing continuously to meet both the ever-changing needs of the external community and the internal community of its diverse workforce. Management and supervisory excellence in local government demands more than a thorough knowledge of a specialist field. It also requires people skills such as the ability to inspire others, foster cooperation and resolve conflict. Equally vital is the need to understand and perform a range of practical human resource skills – from recruiting, selecting, training, coaching, work plan development, defining and monitoring standards, dealing with employee and labour relations issues, to getting the best from your staff.

This MATI course brings the best practices of people management to supervisors and managers in local government using current and relevant situational training in a nurturing and relaxed learning environment. A skill enhancement focus in all facets of the “people management” component of supervisory and management responsibilities is delivered through a combination of formal training, observing human resources professionals and practical experiential learning with a diverse range of local government participants.

Learn with the Best of Them!

At this MATI course you can expect to:

- Work side by side in small groups with senior local government leaders and human resource professionals to learn how to deal effectively with a myriad of issues that can arise when dealing with staff.

- Better understand and be able to deal with your “hire to retire” obligations to the staff for whom you are responsible.
- Improve skills with hands-on practice and professional feedback.
- Network and exchange local government experiences and resources.
- Have fun while you are learning!

Receive professional feedback from a Registered Psychologist who works closely with local government professionals.

- Identify stressful work conversations and plan better responses with positive results.
- Improve skills with hands-on practice and professional feedback.
- Receive one-on-one executive coaching from Registered Psychologist, **Gerrie Waugh** of Capilano University.

Time and Place

The 2012 session of MATI Managing People will start at 4:00 pm on Sunday, May 6 at Bowen Lodge, Bowen Island. The course will run all week, with participants living “in residence” at rustic, but scenic, Bowen Lodge. For more information about Bowen Lodge, see: <http://www.bowenislodge.com> The program will end at 10:30 a.m. on Friday May 11 so that participants can take the mid-morning ferry or water taxi from Bowen Island. (It is a 20-minute trip from Bowen Island to Horseshoe Bay in West Vancouver by ferry and a 30 minute trip from Bowen Island to Granville Island in Vancouver by water taxi.)



The Sessions

SUNDAY EVENING

Managing People Essentials

The week kicks-off with a keynote address from our MATI Chair, **Kevin Ramsay**, CAO, District of Squamish.

Understanding Yourself

Tracey Lee Lorenson, President, Paragon Strategic Services Ltd.

Leadership of others requires a strong understanding of your personal style, strengths and weaknesses. Using self-awareness tools including an on-line survey completed before the start of the course, we will focus on assisting you to gain a more in depth understanding of yourself.

MONDAY MORNING

Listening and Responding: Skills and Applications

Gerrie Waugh, Psychologist and Instructor will lead this session in which you will learn to reframe conflict, use conflict reducing language, and look at techniques for identifying bigger picture issues when you encounter someone who is upset. You will learn to help others see your point of view before emotions rise.

Coaching For Superior Employee Performance

Gerrie Waugh will assist you to coach staff as they handle work priorities and service complaints. You will practice setting performance goals in hard-to-measure areas like getting along with colleagues or having a more positive attitude.

MONDAY AFTERNOON

Work-Life Balance and Managing Stress

You work with complex issues at work while trying to balance your home life. Work with **Gerrie Waugh** to learn to manage stress constructively and get your life back under control.

Attendance Management

Trina Harrison, HR Director, City of Victoria, and **Tracey Lee Lorenson** discuss managing attendance in ways that work plus effective strategies for reintegrating injured workers.

TUESDAY MORNING

Employee Performance Management

With assistance from the following HR professionals, participants will identify and practice approaches to their current challenges in managing the people side of local government: **Isabell Hadford**, MATI Mentor and former CAO, District of Clearwater;

Trina Harrison, HR Director, City of Victoria; **Lauren Hughes**, Deputy Director, HR, District of West Vancouver; **Tracey Lee Lorenson**, President, Paragon Strategic Services Ltd.; **TJ Schmaltz**, Director HR and Payroll Services, District of West Vancouver, and **Rachel Zuckermann**, HR Advisor, District of North Vancouver.

TUESDAY AFTERNOON

Recruitment, Selection, and Succession Planning

Trina Harrison, HR Director, City of Victoria, and **Rachel Zuckermann**, HR Advisor District of North Vancouver.

The starting point for managing people is identifying the organization's needs and ensuring that you are attracting and selecting the best candidates. In this session, there will be an interactive discussion about recruitment, selection, "talent management," succession planning, and the cultural shifts taking place in organizations. As well, there will be an interactive session that will assist you to improve your interviewing skills.



MATI 2012 – MANAGING PEOPLE

WEDNESDAY MORNING

Unlocking the Mysteries of Labour Legislation and Collective Agreements

Laura Ciarniello, General Manager, Corporate Services, City of Campbell River.

In this session we will discuss the impact of legislation, collective agreement language, past practice and behaviour, as it relates to the relationship between management, union and employees. Participants will have an opportunity to discuss these issues, as well as explore some of these matters in relation to their own experience and collective agreements. Bring your experiences and collective agreements with you for this participatory session.

WEDNESDAY AFTERNOON

Managing Employee Relations: Workplace Issues

Laura Ciarniello, General Manager, Corporate Services, City of Campbell River; **Linda Glenday**, General Manager of Protective and Support Services, District of Squamish, and **Susan Ney**, Director HR, City of North Vancouver.

This will be an interactive session with HR professionals to discuss strategies to address challenging employment situations. Prior to the session, participants will have the opportunity to submit their work related issues, either ones they are currently dealing with or have dealt with in the past. Situations may include: performance issues, attendance management, insubordination and other on-the-job challenges important to participants.

WEDNESDAY EVENING

Leaders Roundtable

Isabell Hadford, MATI Mentor and former CAO, District of Clearwater, brings together an all-star team to provide participants with an opportunity to ask human resource practitioners and local government leaders specific questions concerning all facets of managing people: **Laura Ciarniello**, General Manager, Corporate Services, City of Campbell River; **Linda Glenday**, General Manager of Protective and Support Services, District of Squamish; **Kevin Ramsay**, CAO, District of Squamish; **Susan Ney**, HR Director, City of North Vancouver; **Cindy Rogers**, HR Manager, District of North Vancouver, and **TJ Schmaltz**, Director of HR & Payroll Services, District of West Vancouver.

THURSDAY MORNING

Employee Motivation and Team Building

Kevin Ramsay, CAO, District of Squamish; **James Ridge**, Associate VP, UBC and former Deputy City Manager, City of Vancouver and **Cindy Rogers**, HR Manager, District of North Vancouver will work with participants to showcase innovative strategies for motivating staff and building powerful teams. Participants will have the opportunity to share their personal and organizational successes in teambuilding and encouraging employee motivation. **Pre-assignment:** Participants will be asked to bring examples of their organization's best teambuilding and employee motivation efforts.

THURSDAY AFTERNOON

Local Government Employee Professional Development

Alison McNeil, Instructor, Capilano University will provide an overview of professional development opportunities for local government employees.

Managing People and Change

Linda Glenday, General Manager of Protective & Support Services, District of Squamish

This session will give you a framework for understanding organizational change and some tools for helping employees to be a positive part of the change process.

FRIDAY MORNING

MATI Managing People Wrap Up

Participant teams will present demonstrations of what they learned at Managing People in Local Government and the graduation ceremony will be held. Participants and faculty will take the mid-morning ferry or water taxi from Bowen Island.



REGISTRATION

University Credit Option

As with the other MATI courses offered by Capilano University in partnership with LGMA, participants will have the option (not required) of enrolling in the program as a 3-credit Capilano University course, PADM 207. This course can be used as an elective toward the Professional Certificate in Local Government Administration of Capilano University, the Thompson Rivers University Bachelor of Commerce in Public Sector Management, and credit toward the Provincial Board of Examiners' Certification.

International Institute of Municipal Clerks (IIMC)

The IIMC grants the professional designation known as Certified Municipal Clerk (CMC). To earn the CMC designation, you must have the education and pertinent experience required by the IIMC. In terms of educational requirements, each of Capilano University's Local Government Program courses (including all Capilano MATI courses) are accepted by the IIMC towards the CMC designation when taken for credit. MATIs offered through Capilano University each provide 30 points of the total required 60 IIMC points. For more details on Capilano University courses and IIMC requirements, contact Alison McNeil at Capilano University (amcneil@capilanou.ca) and visit the IIMC website at www.iimc.com.

How to Register

To apply for attendance at MATI Managing People, please go to the special CivicInfo website below and **apply by March 9, 2012. After this date, please contact Alison McNeil to inquire about space availability.**

Register at: <http://www.civicinfo.bc.ca/event/mati-mp.asp>

Alison McNeil, MATI MP Coordinator will contact you by telephone on or before March 9, 2012 to confirm details of your registration.

Fees

The fee per participant will be \$2,500 (plus \$300 HST). This is an all-inclusive fee, which will cover tuition, course materials, accommodation, all meals and refreshment breaks, and all special recreational activities. The \$2,800 fee can be paid on-line by credit card at the time of registration or by sending a cheque to:

Local Government Management Association of BC
620 View Street, 7th Floor Central Bldg.,
Victoria, BC V8W 1J6

Refund Policy

Refunds will be processed until March 9, 2012 subject to a \$50 LGMA administration fee. After March 9, no refunds are provided; however, registration may be transferable to another qualified candidate.



FUNDING ASSISTANCE AND FACULTY

Board of Examiners – Certificates and Scholarships

MATI MP participants will be eligible for a scholarship from the provincial UBCM Commemorative Scholarship fund. Those interested in a scholarship may apply by submitting a scholarship application to the Board of Examiners. Application forms are available on-line from the Board of Examiners website at: http://www.cscd.gov.bc.ca/lgd/gov_structure/board_examiners/index.htm

If you are working towards certification from the Board of Examiners, please note that MATI MP, when taken as a credit course, will be accepted as an Elective for the Provincial Board of Examiners' certification. For this reason, the Board will award credit students with higher scholarships than non-credit students.

For further information on the Board of Examiners please visit the Board of Examiners' website or contact **Deanna Battle**, Administrator, Provincial Board of Examiners, Victoria: 250.387.4085 or email: deanna.battle@gov.bc.ca



MATI MANAGING PEOPLE FACULTY

Kevin Ramsay	MATI Chair; CAO, District of Squamish
Isabell Hadford	MATI Mentor and former CAO, District of Clearwater
Laura Ciarniello	General Manager, Corporate Services, City of Campbell River
Linda Glenday	General Manager of Protective and Support Services, District of Squamish
Trina Harrison	Human Resources Director, City of Victoria
Lauren Hughes	Deputy Director Human Resources & Payroll Services, District of West Vancouver
Tracey Lee Lorenson	President, Paragon Strategic Services Ltd.
Alison McNeil	Chair, Local Government Programs and Instructor, Capilano University
Susan Ney	Human Resources Director, City of North Vancouver
James Ridge	Associate VP, UBC & former Deputy City Manager, City of Vancouver
Cindy Rogers	Human Resources Manager, District of North Vancouver
TJ Schmaltz	Director Human Resources & Payroll Services, District of West Vancouver
Gerrie Waugh	Registered Psychologist and Instructor, Capilano University
Rachel Zuckermann	Human Resources Advisor, District of North Vancouver

If you have any questions, please contact:

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