

Municipal Administration Leadership Workshop – Mountain Refresher Course

Kananaskis Village – May 12-15, 2020

The Society of Local Government Managers will be hosting the Municipal Administration Leadership Workshop from May 12 - 15, 2020.

An informative, educational opportunity awaits you in a beautiful mountain setting. In addition to a Pre Session Program, the Society has planned an exceptional two and a half day educational program directed at meeting the needs of municipal administrators, assistants, departmental managers, and government employees looking for a professional educational experience that provides practical skills for dealing with contemporary issues.

You will find senior and junior level CAOs from urban and rural, large and small jurisdictions who value the opportunity to learn from each other as well as from experts in the field.

Reach your Peak – Plan on attending the Municipal Administration Leadership Workshop in beautiful Kananaskis Country. For more information check out www.clgm.net

Awards & Bursaries

The Society of Local Government Managers has developed and participates in a number of bursaries, scholarships and awards to encourage and assist local government practitioners and members with their continuing professional development. The following provides summary information on these awards.

The Larry Majeski Bursary sponsored by the SLGM was developed to provide recipients \$1,200.00 to offset the registration and accommodation fees for the Mountain Refresher Municipal Administration Leadership Workshop in Kananaskis.

Bursary Criteria and application forms can be found at www.clgm.net

SLGM Bursary provides designated members with the opportunity to access to two five hundred dollar bursaries or a one thousand dollar bursary for continuing education.

Bursary Criteria and application forms may be obtained by contacting the Society's Offices. March 31st is the deadline for applications.

The SLGM Award of Excellence cosponsored with Brownlee LLP, was developed to publicly recognize those individuals who demonstrate service excellence in local government.

The Award also recognizes the achievements, contributions, and continued pursuit of training of those individuals involved in the administration of local government.

Regular, associate and student members of the Society of Local Government Managers may apply until March 15th for the Award.

SLGM Intern Bursary provides Interns the opportunity to access \$500 to attend the annual Mountain Refresher Course in Kananaskis. Applications must be received by April 30th

For more information, contact Linda Davies, CLGM

R.W. Hay Award cosponsored by the SLGM and the Alberta Association of Municipal Districts and Counties

For more information, please contact Cindy Carstairs at cindy@rmalberta.com

Dedicated CAO and Dedicated Team Awards co-sponsored by the SLGM and the Alberta Urban Municipalities

For more information and an application form, please go to www.clgm.net.

INSIDE THIS ISSUE

- 1 2020 Mountain Refresher
- 2 The Value of Employee Sustainability
- 3 Learning by Experience
- 4 Changes in Your Career – Waiver Policy
Electronic Market Place

The Value of Employee Sustainability

From election platforms to corporate annual reports, ecological sustainability has become a driving force of the 21st century. The same is true when it comes to meetings and events. Companies take pride in designing green programs that give back and leave a minimal footprint.

But what about human sustainability?

We are continuing to place greater and greater demands on staff in the push for ever higher returns. Workloads are increasing as head counts diminish while multi-tasking and 'do more with less' have become common workplace mantras.

It should come as no surprise that this relentless focus on numbers and the material output of employees has a human cost. The expectation of constant connectivity means that work-life balance no longer exists for many workers.

This is particularly true in our industry.

Over the course of my career, I've witnessed great changes—and the biggest have been driven by technology. Before the Internet, companies saw agencies as a font of knowledge. But today, many answers are just a few Google searches away. Want a private tour of the Parliament Buildings after hours, tickets to the World Series —just ask Google.

This has taken its toll on workers and professionals, as web-sourced knowledge is not the same as expertise. Yet that little bit of knowledge can be a dangerous thing, with councils and customers also constantly asking us to do more with less without compromising the outcome or the "WOW" factor.

What does this look like in practice? A contractor recently spoke to me about an internal audit they'd conducted. Even though their agency was busier than ever, profitability was down. While project load had doubled, most of these projects had become considerably smaller. And an ugly little secret of the industry is this: it takes almost as many hours internally to complete a small project as it does a mid-size one.

More work with lower budgets is not a sustainable business model. This is not only true for our business, but for the wellbeing of staff as well. Stress increases as profitability goes down. Doing more with less leads to burn-out and an exodus of expertise from any industry. Meanwhile, recruitment of new talent becomes difficult as millennials aren't interested in entering 'sweat shop' industries.

We should all learn from their example. And really, this is a cautionary tale for all businesses.

It's incumbent on all of us to reflect on what the future of work looks like. What is it that we are expecting...not only from ourselves, but from employees, partners and vendors? Are those expectations appropriate? Are they sustainable? Do they focus only on the bottom line and material side of the equation? Or do they take ethics and the human factor into consideration?

These questions are valuable to all leaders both elected and business, since organizations with the highest long-term productivity are ones that take human sustainability into account. They are also crucial considerations for any business seeking to attract the next generation of employees, who place great value on work/life balance. And it's also crucial if businesses are to have a sustainable supply of top-drawer vendors to support their success. ☐

Learning by Experience

Hands-on interactive activities can be a memorable addition to a conference or meeting. And the philosophy makes sense: It's based on the idea that we learn better by doing than by reading a book or attending a lecture.

However, experiential learning has become so commonplace that it sometimes gets a bad wrap, being seen as frivolous and more about fun than function. The proper term should be engagement learning because that is what most aptly describes why this type of approach is effective when done right. Anytime a participant is engaged they learn dramatically more. And if the techniques learned through a program translate into more engaged workers, that has a real impact on ROI: high engagement is associated with higher employee retention, fewer sick days and increased productivity.

How can you make sure experiential learning event delivers the most for you? Read on:

Set goals

Know exactly what you expect and need out of the experience. You may need to talk to more than one stakeholder to make sure everyone is on the same page. Is the intent to improve leadership skills, adapt to change or build team cohesiveness? The more information you can give the training company, the better.

Know the team

Demographics and team dynamics have an impact on program selection. For example, if a younger group isn't constantly engaged, you'll lose them to their smartphones. They demand a constant stream of attention. Also, find out if anyone has done similar events. If there's a particular secret to the activity, you don't want it spilled.

Customize

While many training companies have established programs, they can usually be customized for specific goals, themes, time allotments, audience size and

needs.

Balance flash with substance

Certainly impressive staging and props can draw in an audience, but it's worthless if it doesn't get results. Looking good is important, no question, but less pretty methods can still push a company to an entirely new way of doing business.

Target the trainer

Sure, you want a facilitator with lots of charisma and personality, but they need more than that. They also need business experience. And that includes familiarizing themselves with your business and culture beforehand. Trainers should be well versed in the principals of adult learning and be able to adjust the program on the fly as need be.

Sweat the details

Offsite training programs can actually put more stress on employees, particularly those who have to rearrange caregiving arrangements or need to travel long distances. It's important to plan for those contingencies and be flexible.

Make the time

Once you know what you want to accomplish, make sure there's time in the schedule to accommodate it.

Don't downplay the debrief

Facilitators spend at least 30 minutes after an activity connecting what has been learned directly back to the workplace. And it should be customized to the company. You can have fun, but it has to come back to ROI.

Have a follow-up plan

Depending on budget and the nature of the program, follow-up e-mails, meetings or conference calls with the training company and participants can help ensure that the lessons learned continue to resonate.

When Experiential Learning is a No-Go

While experiential learning can build group cohesion and skills, it isn't a cure-all. Training is not always the answer. Sometimes the problems are bigger than that, especially if you have the wrong people on the bus. That's why it's important to look at the team characteristics and company goals from the outset of the process.



Changes in Your Career?

Ph p ehuk b # h h # d y n u \$ r d | #

In case of ill health, misfortune or such other circumstances as the Board considers appropriate, the Board may extend the time for payment of, or waive in whole or in part and for any period of time the payment of, any fees, dues and levies, and any arrears thereof, otherwise payable or to become payable under these by-laws (*Section 5.4 (a) Society of Local Government Mangers By-laws*)

The Society realizes from time to time members may find themselves between jobs with their professional fees unpaid and as that may prove to be a financial hardship to the member, the Board will invoke its power to waive in part for a period of time the member's fees.

Over the number of years the Board has reduced fees members who have found themselves "in transition". In transition means: out of work and actively looking for work in local government management.

The Society of Local Government Managers recognizes two categories of certified membership: *active* and *retired*.

A retired certified member who has left the practice in the local government field and is eligible to be the recipient of the Local Authorities Pension Plan benefit or another pension benefit and elects to be pensionable will pay no dues.

A number of guidelines and procedures have been developed by the Board to assist active members in making application for a reduction of their membership fees while in transition

A member must make application to the Board requesting to be considered for "in transition" status stating they are not employed or working in practice of local government management and are actively looking for work in that field.

If the member becomes employed in the practice of local government management during the year the waiver was granted, the member will pay the balance of outstanding fees for that year.

Active certified members pay full dues with the following waiver provisions:

- Unemployed for six months or more: *one-quarter of full dues*.
- Family leave, interruption (minimum six months) of career due to parental considerations: *one-quarter of full dues for maximum of five years, consecutively of in total*.
- Long-term illness or disability (medically unable to work): *full dues waived upon receipt of a medical certificate*.
- Engaged in full-time study at a post-secondary institution: *one-quarter of full dues*.

Members meeting these requirements should contact the Registrar requesting an application form from the Society specifying which waiver provision you wish to apply for. The member must complete and return the waiver application promptly to the Registrar at the Society's Office. Payment of reduced dues, if applicable, must accompany all applications.

Contact:

Linda Davies, CLGM
Society of Local Government Managers
P.O. Box 308, 4629 – 54 Avenue
Bruderheim AB T0B 0S0
Phone: 780.796.3836; Fax: 780.796.2081
E-mail: linda.davies@shaw.ca

These requests will be presented to the Board for ratification. 

Tax Quotes

Definition of Foreign Aid - taxing poor people in rich countries for the benefit of rich people in poor countries.

I believe we should all pay our tax bill with a smile. I tried, but they wanted cash.

There is only one thing worse than the flu season...tax season. You can recover from the flu.

The best things in life are free, but sooner or later the government will find a way to tax them.

Death and taxes are inevitable. At least death doesn't get worse every year.

A fine is a tax for doing something wrong. A tax is a fine for doing something right.

Isn't it appropriate that the month of the tax begins with April fool's Day and end with cries of "May Day!"?

Bumper Sticker: Save The Trees. Stop printing tax forms!

Income tax has made more liars out of Canadian people than golf has.

You know it's a bad day when your income tax refund cheque bounces.

The reward of energy, enterprise and thrift - is taxes. 

Certified Local Government Manager

Registered under the Professional and Occupational Associations Registration Act the Society is a legislative regulated body that issues the professional designation "Certified Local Government Manager" (CLGM).

For more information go to: www.clgm.net

The Last Word**Congratulations:** Sheila Kitz CLGM on the receiving the 2019 R.W. Hay Award.

Reminders: Professional Education Affidavit for 2019 are due July 15, 2020.

Published by the Society of Local Govt. Managers of Alberta
P.O. Box 308, Bruderheim, AB T0B 0S0