

59TH ANNUAL WESTERN CITIES CONFERENCE 2010



Lethbridge, Alberta

September 27th – 30th, 2010

Monday, September 27th – Pre-conference Activities

8:30 am to 4:30 pm **Optional Activity**

Option 1 Golf – Picture Butte Golf Course

Option 2 Boat Cruise and Lunch in Waterton Lakes National Park

5:30 pm to 7:30 pm **Registration and Western BBQ (Sponsored by GOE)**

7:30 pm to 11:30 pm **Hospitality Suite**

Tuesday, September 28th

7:30 am to 8:30 am **Registration and Breakfast (Sponsored by Alberta Blue Cross)**

8:30 am to 11:30 am **Keynote Workshop (Sponsored by VitalSmarts)**

Influencer: The Power to Change Anything

Ron McMillan is the co-author of the *New York Times* Bestsellers *Crucial Conversations*, *Crucial Confrontations* and 2008 Business Book of the Year, *Influencer*.

In this workshop you will learn to create change strategies that work. Creating sustainable change is a constant struggle for organizations and individuals. We often lack the skills to influence the behaviors behind issues like:

- Failed initiatives
- Short-lived change efforts
- Unproductive corporate cultures
- Entrenched bad habits

Influencer draws on the best practices of many of the world's leading change agents and on five decades of social-science research to create a powerful model for changing behavior.

You'll follow the experiences of influence masters who have succeeded in solving some of

the world's most profound problems. Examples ranging from major healthcare reform to reversals of destructive social behaviors to unprecedented corporate turnarounds will illustrate how a proven set of skills makes change not only achievable but sustainable.

You will learn to:

- Successfully lead change initiatives
- Diagnose the real causes behind problems and create real solutions
- Transform corporate culture
- Influence behavior across the organization with or without formal authority

11:30 am to 12:30 pm Networking Lunch (Sponsored by Davies Park)

12:30 pm to 3:30 pm Concurrent Sessions

Choose one (1) of the following three (3) concurrent session options. Please note the first two options are more in-depth workshops and the third option is made up of two 90 minute sessions.

Option 1

How To Build A Great Organizational Culture

Tammy Dewar and Dave Whittington of Calliope Learning

This workshop will explore how measuring the shared values within an organization can provide insight into the organization's culture and deliver a blueprint for building a culture that attracts and retains top talent. The workshop will use interactive activities and case studies to explore methods for both measuring and managing an organization's culture. In particular, by the end of the workshop, participants will:

- understand how shared values can be used to measure organizational culture
 - see how great cultures build employee loyalty and engagement
 - know how to measure the cost of a dysfunctional culture
 - be familiar with a model for building a strong positive culture
 - have a clear strategy for starting conversations about organizational culture and values within their cities
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Option 2

Auditing Your Succession Management Processes

Lisa Stevens of PDI Ninth House

Whether you have been "doing" Succession Management for

years or are just starting out, this practical, hands-on workshop provides frameworks and tools you need to analyze your current processes and identify high-impact improvements.

PDI will take you through a series of exercises, where you will:

- Evaluate how well your Succession Management process is achieving its objectives
- Compare your system to a set of research-based practices and frameworks
- Identify strengths and opportunities for improvement
- Define specific changes to be implemented, priorities and timing

During the workshop, we will help you decide where you should focus and how fast you want to go. You will walk away with something you can begin applying as soon as you are back in your organization.

Note: there will be some pre-work to complete for this workshop!

Option 3

This option is comprised of 2 different sessions

12:30 pm to 1:45 pm - What's Your Philosophy: How to Design a Compensation Philosophy that is Appropriate for Your Municipality

Nick Bishop, Hay Group

Every municipality is different, yet most have the similar compensation structures. Does your compensation philosophy fully align with the strategy and circumstances of your municipality?

You Will Take Away:

- Information to help you evaluate if you have the right compensation philosophy
- Tips to align your compensation philosophy for today and the future needs of your organization
- Success factors need to turn your compensation philosophy into strategies and policies that work

2:00 pm to 3:30 pm – Workplace Bullying - Restoring Respect in the Workplace

Ross Arrowsmith, Worker's Compensation Board

Other provinces are expected to follow Ontario's lead in passing workplace bullying legislation. Workplace bullying can be a difficult for many organizations to address and for this reason it is often overlooked and even ignored. Learn how to identify inappropriate workplace behaviours and equip yourself with the skills necessary to effectively address and resolve behaviours which can create a toxic work environment.

You will Take Away:

- An ability to devise a strategy for effectively managing the inappropriate workplace behaviours which can be both a barrier to the success of your organization and a risk to your employees.

3:30 pm to 4:00 pm Networking Break (Sponsored by Mercer)

4:00 pm to 5:15 pm Best Practices - Concurrent Sessions

Option 1

Western Cities Trading Post Introduction and Update

Greg Leblanc, City of Red Deer

The HR Trading Post has been a source of information for city/municipal HR professionals for the past 7 years. To date there have been over 10,000 visitors/users of site, and over the years we have continued to improve the site. We have more exciting enhancements coming this fall... So, get over to the H RTP session to learn about how quick and easy it can be to collaborate, share, and find key human resources information using the enhanced, user-friendly, time saving features of the HR Trading Post.

Our mandate is to serve municipal HR professionals, therefore, membership in the trading post is limited to municipal HR staff.

Option 2

Meeting the Organizational Development Skills Challenge: How HR/OD can Add Value to the Organization with Limited Resources

Bill Baetz, The Group for Organizational Effectiveness (gOE)

The need for Organizational Development capabilities is accelerating in organizations, yet internal OD expertise is often

limited to a small number of overburdened HR/OD professionals. This session will explore best practices on how organizations are responding to this OD capabilities gap. It will highlight critical success factors needed to maximize the contribution of internal OD experts and develop the OD capabilities of other HR professionals and business leaders.

You Will Take Away:

- Critical success factors required to extend OD expertise in an organization
- The pros and cons of the different strategies to address the OD skill gap
- The results of a survey of over 850 HR/OD professionals assessing their OD readiness across 30 common OD and HR business partner interventions

Option 3

Attracting and Retaining Top Talent at the City of Edmonton

Using a New Employment Brand & Integrated Talent Hubs

Simmie Gill, City of Edmonton

The City of Edmonton's Recruitment Section launched a new employment brand and integrated talent hubs this past January. Our talent hubs are dynamic and interactive, allowing potential candidates to visualize themselves in their future careers at the City of Edmonton. Talent hubs open the City of Edmonton to the world! Through engaging employee video and written testimonials, potential candidates can see and hear directly from current employees and take a look at what their day to day work is really like. Talent hubs offer a realistic job preview and an opportunity to get to know what the job actually entails while acquiring a deeper insight to the City's corporate culture.

The City of Edmonton is the first municipality in Canada to have implemented talent hubs as an attraction and retention tool to support our Talent Management Strategy. Our employment brand also works to support our recruitment initiatives as it is the first impression the City of Edmonton makes on potential candidates. It answers the question, "Why work here?" by providing potential candidates and current employees with information they care about, everything from job opportunities, what we offer, working

for the city, about the city and relocating to Edmonton.

During the workshop we will discuss:

- Employment Brand Development
- Talent Hubs & Analytics
- Lessons Learned

By the end of the workshop, participants will understand how to develop an employment brand for their own municipality and the process for implementing integrated talent hubs.

Option 4

Fire Roundtable

Brad Doak, City of Lethbridge

For those who are involved in collective bargaining with IAFF

Option 5

The Prevue Experience: Psychometric Testing in the Hiring Process

City of Lethbridge & Teamwork Training

- Still using your “gut” to determine if a potential candidate is the right fit for your organization?
- Struggling to get hiring managers on the same page regarding what skills, knowledge and attributes are needed for the job?
- Wish there was a tool to help you get a better read on potential hires?

This past year, the City of Lethbridge introduced a new psychometric tool, called PREVUE, into our hiring practices. We’ll show you how the process works, the benefits that we are seeing and we’ll explore how this testing can be used to enhance the true potential of existing staff.

5:30 pm to 11:30 pm Hospitality Suite (Sponsored by City of Medicine Hat)

Wednesday, September 29th

7:30 am to 8:30 am Breakfast (Sponsored by Oracle)

8:30 am to 11:30 am Keynote Session

Helping Successful Leaders Get Even Better

Dr. Marshall Goldsmith

Dr. Marshall Goldsmith is a world authority in helping successful leaders get even better – by achieving positive, lasting change in behavior: for themselves, their people and their teams. He is the author of the *New York Times* and *Wall Street Journal* Bestsellers, *What Got You Here, Won't Get You There* and *MOJO: How to Get It, How to Keep It, How to Get It Back if You Lose It!*

Join us in this fun and interactive session where you will learn why leadership is a contact sport. Learn strategies for leveraging HR, giving feedforward (rather than feedback) and coaching for behavioural changes.

11:30 am to 12:30 pm Networking Lunch (Sponsored by Davies Park)

12:30 pm to 3:30 pm Concurrent Sessions

Choose one of the following three concurrent session options. Please note the first two options are more in-depth workshops and the third option is made up of two 90 minute sessions.

Option 1

Experiential Session: The Science Of Engagement

Jane Moran of Results Coaching Systems

Social neuroscience has made some very recent and profound discoveries about how to best interact and build relationships with others. In this energizing and interactive session, you will discover:

- Useful facts about how our brains work - on the job
- A practical coaching model for collaborating with others
- Techniques for maximizing our focus and attention each day
- A tool for helping others have new ideas and take action
- Key insights into why we each think differently
- An approach for creating engagement and openness to change
- Ways of creating rapport and trust with colleagues and customers
- Tips on how to maximize energy and performance each day

The Results Coaching methodology is used in organizations around the world to increase performance and leadership competency.

Option 2

Maximizing Your Competency Model in Talent Management

Lisa Stevens of PDI Ninth House

This interactive session gives you the opportunity to hear from subject matter experts and peers, and to share your own experiences using competencies. You will explore topics such as:

- What are competencies? Why use them? What else is there?
- What is competency chaos (and how do you know if you have it)?
- How do you figure out which competencies are right for your organization?
- Types of competencies
- Using competencies in different talent management processes
- Tips and best practices for using competencies
- Common pitfalls to avoid

Option 3

This option is comprised of 2 different sessions**12:30 pm to 1:45 pm - Benefits: Building Risk Mitigation into Your Benefit Plans**

Perry Dorgan of Johnson Inc.

2:00 pm to 3:15 pm - Labour Relations: Hot Topics

Bill Armstrong of Armstrong Management Lawyers

3:30 pm to 4:00 pm**Networking Break** (Sponsored by Align Consulting)**4:00 pm to 5:15 pm****HR Excellence Concurrent Sessions**

Option 1

Coaching the HR Customer

Brenda Robinson of Robcan Group

It's time to break old habits in customer service and engage, involve and interact in encouraging and informative ways. Is the customer always right?

This session looks at new, updated approaches for coaching the Human Resource Customer. The most renewable resource we have is people. We want to coach people to be positive, proactive and productive members of our HR teams.

Not only will you will take away 5 new, updated approaches for coaching the HR customer. You will also laugh as Brenda entertains

you throughout this informative and practical presentation.

Option 2

Innovation and Success with our Disability Advisory Partnership*City of Lethbridge*

Can you imagine 9 different unions working in partnership to develop and maintain the funding, design and administration of your disability plans?

Come learn how we put this innovative partnership together. See how this partnership has been successful in ensuring our disability plans are fully-self insured. You will be amazed at the success of this collaboration. You might even want to explore a similar partnership in your own organization!

Option 3

Welcome Aboard - The WestJet Experience*Dean Selby of WestJet*

A WestJet executive once asked the question... “Why is it that people always throw parties when a person *leaves* an organization? Isn't it equally, or even *more* important to celebrate when someone *joins* the company?”

This session looks at how WestJet celebrates new employees through their onboarding & orientation programs. Participants will learn the strategies WestJet uses to introduce new hires to their corporate culture as well as strategies for keeping their culture alive and well.

Option 4

Police Roundtable*Barb Tremel, Lethbridge Regional Police Service*

For those who are involved in collective bargaining with Police

6:30 pm to 9:00 pm**Gala Dinner** (Sponsored by Johnson Inc)**Western Theme — Tickle Your Funnybone**

Following the gala dinner, settle back, get comfortable and enjoy an hour of side-splitting humor from “Old West”. This dynamic and hilarious ensemble is made up of alumni members from Lethbridge’s renowned and enormously talented New West Theatre Company. You will leave the night with a smile on your face and a stitch in your

side from this thoroughly entertaining group.

9:15 pm to 11:30 pm **Hospitality Suite** (Sponsored by Results Coaching Systems)

Thursday, September 30th

7:30 am to 8:30 am **Breakfast** (Sponsored by the Hay Group)

8:30 am to 10:00 am **Keynote Session** (Sponsored by HR Trading Post)

The Business Tao of Homer: Lessons in Creativity and Innovation From The Simpsons

Joel Cohen, Writer and Co-Executive Producer on The Simpsons

Joel Cohen is an absolutely hilarious, deadpan, quick-on-his feet speaker. Armed with inspired anecdotes and clips, he takes you into the fabled writers' room at *The Simpsons* to draw the links — and there are many — between maintaining a hit show and running a successful company. He asks, and then brilliantly answers, questions essential to the success of any industry. How do you manage group dynamics to get the best from your talent? How do you find, evaluate, implement, and even discard, new ideas? How do you chart a renewable path to innovation? And how do you overcome creative log jams?

10:15 am to 11:30 am **Keynote Session** (Sponsored by Lethbridge College)

Lessons from the Olympics

Pierre Lueders, Gold and Silver-Medal Winner in Olympic Bobsled And One of Canada's Legendary Winter Athletes

In a career that includes an Olympic Gold Medal in the 1998 Nagano Games, an Olympic Silver Medal in the 2006 Torino Games, eight World Championship Medals, and a staggering 85 World Cup medals, Pierre Lueders is one of the great Canadian athletes of the last 25 years.

Success on a world stage requires leadership, personal focus and dedication, accountability and sheer determination to succeed. Join Pierre as he shares strategies to help you bring your best game each time you travel down the course.

11:30 am **Conference Close**
