

NEGOTIATION SERIES

LEARN HOW TO GET ALONG WITH YOUR MUNICIPAL NEIGHBOURS

Finding Agreement (2-days)

This workshop will introduce participants to conflict resolution methods. Participants will:

- identify parties' positions and interests
- understand different working and conflict styles
- promote understanding and reach agreement

Okotoks November 19-20, 2015

Negotiating Effectively (3-days)

Participants will be introduced to a principled, interest-based negotiation model and have the opportunity to practice communication skills. Building on Fisher and Ury's book *Getting to Yes*, this workshop provides negotiation training. Participants will learn how to:

- clarify and understand issues
- identify parties' interests and feelings
- create mutually acceptable solutions

Spruce Grove November 4-5-6, 2015

Applied Negotiation (2-days)

Negotiation skills will be reviewed, enhanced and put into practice. Participants will learn how to:

- deal with different types and levels of conflict
- strengthen interpersonal interactions
- gain confidence in using an interest based process

Edmonton February 18-19, 2016

Essentials of Municipal Collaboration (2-days)

Participants will learn how to:

- discuss the elements of a collaborative process
- assess whether or not collaboration with other stakeholders is appropriate
- involve your municipal neighbours
- design and implement a collaborative decision making process that is transparent and proactive

Dates TBA

WORKPLACE SERIES

LEARN HOW TO BUILD HIGH PERFORMING TEAMS

Workplace Conflict Resolution (3-days)

This workshop is designed to assist people who may be party to a conflict themselves or are responsible for staff involved in a conflict, providing participants with a framework for resolving personnel issues. Participants will learn how to:

- understand the workplace conflict dynamic
- create collaborative conflict resolution processes
- resolve human resource management issues

Ponoka October 21-22-23, 2015

Coaching for Conflict Resolution (2-days)

Coaching is an informal approach to conflict resolution and is often effective in situations where people are drawn into a conflict as a third party. This workshop will explore the principles and benefits of the coaching model. Participants will learn how to:

- assess personal response in conflict
- understand the impact of organizational structure
- use strategies and techniques to coach others through their conflict

Dates TBA

Understanding Conflict Styles (1-day)

Conflict is something that everyone deals with daily, and it is a common human experience. Conflict can have very positive and productive outcomes, and how you choose to approach and respond to it can make all the difference! Participants will build on previous workshops and:

- use a conflict style inventory
- understand and become aware of preferred conflict handling styles (your own and others)
- discover practical tips and tools for working with styles similar and different from ours

Dates TBA

PUBLIC INPUT SERIES

LEARN HOW TO MANAGE CONTROVERSIAL PUBLIC ISSUES AND ALL TYPES OF PUBLIC CONSULTATIONS

Public Input Design (3-days)

This workshop is designed to provide municipal leaders with the tools and skills to design, deliver, and facilitate effective public input. Staff involved in land-use planning, development approvals, recreation and communications will benefit from attending this workshop

Topics covered include:

- select the best public input method for the situation and group
- use decision-making worksheets and build terms of reference
- evaluate capacity to use social media

Five municipalities partnered with Alberta Municipal Affairs to create this course and develop the toolkit (provided at the workshop) and are available free on line at:

http://www.municipalaffairs.alberta.ca/documents/MDRS/AMA_Public_Input_Toolkit_Sept2014.pdf

Laptops are required on days 2 and 3 of this workshop.

Chestermere February 10-11-12, 2016

Group Facilitation (3-days)

This interactive workshop will benefit municipal staff called upon to lead and/or facilitate public forums. Information-sharing, plus open discussions and demonstrations will ensure participants' success in their community and leadership efforts. Participants will learn to:

- engage appropriate facilitation principles and techniques
- use the "focused conversation method" to lead and facilitate
- use proven consensus building workshop methods appropriate for diverse settings
- select the most appropriate facilitation method for each group situation.

Edmonton February 24-25-26, 2016

Information on workshop venues will be available online after September 28th, 2015 at www.municipalaffairs.alberta.ca/MDRS.cfm

2015-16 Schedule

2015

Oct 21-22-23	Ponoka	Workplace Conflict
Nov 4-5-6	Spruce Grove	Negotiating Effectively
Nov 19-20	Okotoks	Finding Agreement

2016

Feb 10-11-12	Chestermere	Public Input Design
Feb 18-19	Edmonton	Applied Negotiation
Feb 24-25-26	Edmonton	Group Facilitation

Check back on our Website regularly for new offerings in:

- Coaching for Conflict Resolution
- Essentials of Municipal Collaboration
- Understanding Conflict Styles

Workshops run from 8:30am - 4:00pm daily, and participants are asked to arrive 15 minutes early.

Registration

Registration opens September 28, 2015 and closes 5 business days prior to workshop start dates.

Register for workshops online at www.municipalaffairs.alberta.ca/MDRS.cfm

Workshops cost \$150 per participant and include lunch and snacks. Payment must be made in advance of workshops by cheque as detailed on the registrant invoice.

Cancellation policy:

All withdrawals must be received 5 working days prior to the course start date and are subject to a \$25 administration fee.



Alberta Municipal Affairs

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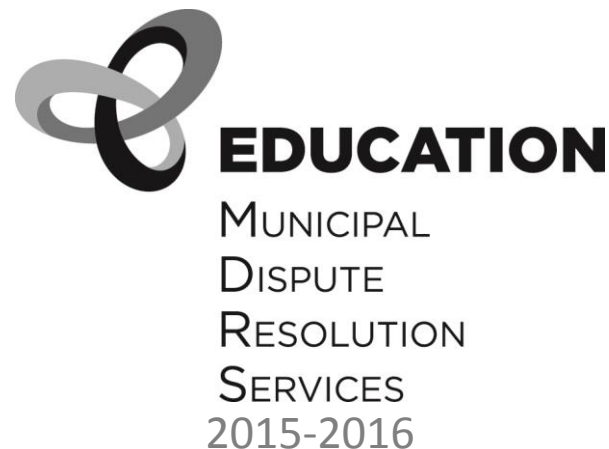
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The workshops are sponsored by:

Alberta Association of Municipal Districts and Counties
Alberta Urban Municipalities Association
Alberta Municipal Affairs

In partnership with:

Town of Okotoks
Town of Ponoka
City of Chestermere
City of Spruce Grove



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Negotiating Effectively
Applied Negotiation
Essentials of Municipal Collaboration

WORKPLACE SERIES

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Public Input Design
Group Facilitation

Municipal Dispute Resolution Services

Municipal Collaboration
Alberta Municipal Affairs

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