



# LGAA Express

Volume 4, Issue 3

August 15, 2004

Local Government  
Administration  
Association

## LGAA Express is going paperless!

At the May 2004 meeting, the LGAA Board decided that the LGAA Express newsletter will no longer be mailed to members in hard copy format. Effective November 2004, the LGAA Express newsletter will be emailed as an attachment to every LGAA member.

- More timely format as email is received within minutes rather than days
- Easier to search and store as it doesn't add to your paper clutter

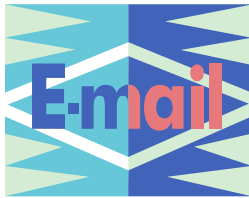
The LGAA Board encourages all members to notify the LGAA of any changes to their email addresses. Also, if you have any ideas or suggestions for the LGAA Express newsletter, please contact LGAA Communications Coordinator Lori Johnson at lgaacommunications@shaw.ca or by phone at (403)381-0999.

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This change in delivery format will provide several benefits:

- Reduced costs as it eliminates postage and printing costs
- More interactive format as members will be able to click on links for email addresses and web sites



Watch for the November newsletter in your Inbox!

## Board Business

A regular Board Meeting was held on May 28, 2004:

- Darryl Joyce reported on the Quebec Conference and circulated a written report.
- LGAA member personal information will be collected for the purposes of processing registrations and material delivery. This information is not to be shared, sold, or distributed and will be maintained in a confidential and secure manner.

- All job postings will be posted on the LGAA web site and emailed to members.
- Brenda Rauckman and Darryl Joyce agreed to represent the LGAA at Municipal Excellence.
- Election year for Zones 2, 4 & 6
- Ruth Copeland-Brunelle reported on the Manitoba Conference and circulated a written report.
- Next Meeting: Sept. 23 & 24 in Nisku

### Special points of interest:

- \* Employment Contracts Handbook on the web
- \* LGAA 2004 Conference Presentations and Handouts are on the LGAA web site
- \* LGAA 2005 Conference March 16 - 18, 2005 in Red Deer

## Conference Thoughts

The next two editions of the newsletter will feature thoughts & ideas presented at the 2004 LGAA Conference.

During the 2004 LGAA Conference, Julian deCocq (Cochrane) provided delegates with ideas for Best Boss Protocols using comparisons between a football team and a local government work team.

A winning football team/local government team includes:

- Good (great) players - Good people  
- people who share common values, understand the culture, and support the mission and vision
- Strong quarterback - Strong supervisors  
- team leaders who have the most direct contact with the "players on the field"
- Good coaches - C.A.O./Department Heads/Consultants  
- coaches who will listen and communicate, but usually from the sidelines
- Good owners - Council  
- owners who establish policy direction, acquire the head coach (CAO) and set the budget

- Supportive fans - Supportive residents  
- fans who will cheer the team on

Team success is achieved by:

- "Playing as a team"
- Everyone understanding their role (and responsibility)  
- knowing the Play Book (policies/procedures)
- Advancing the ball down the field (milestones)
- Scoring points (plan completion, celebration)
- Having fun
- Winning the game!

### 2005 LGAA Conference

Got a Palm Pilot? Have a computer program to schedule your events or a Day Timer? Whatever you use - grab it now and mark your calendar for the 2005 LGAA Annual Conference and Network Neighborhood

**March 16 - 18, 2005**  
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## Zone 3 Discusses Disasters

The Zone 3 Spring Meeting was held on June 4, 2004 in Trochu with 20 members in attendance.

- Lavinia Henderson, LGAA First Vice President, brought greetings from LGAA President Brad Watson
- Gary Sandberg & Karen Wronko, Alberta Municipal Affairs, discussed local government issues with the zone. Gary stated that his role was to regain contact with CAOs throughout the Province.
  - Bell removed a number of cell towers and municipalities were not aware of this until the linear assessment came out.
  - Province plans to funnel 5 cents per litre of gas sold to municipalities if Federal Government implements this change.
  - Lack of funding for municipal airports after funds for Fort McMurray and Grande Prairie were allocated.
  - Serious lack of funding for emergency preparedness



planning and, if a major disaster (i.e., pandemic influenza) happened, most municipalities would be unprepared for it. Also noted, in such a disaster, two jurisdictions (Health and Municipalities) would both be declaring local states of emergencies.

- Alberta Environment is raising the bar on education and qualifications for water and wastewater treatment which is proving to be a tremendous burden for small villages.
- Assistance on Municipal Dispute Resolution and continuation of Municipal Internship Program are appreciated.
- Legacy grant application and accounting process are very difficult. Look at Alberta Transportation's accounting for SIP as an example of a model process.
- Peer Network for Municipal Dispute Resolution has members from AAMD&C, ARMAA & LGAA. AUMA was invited to participate but refused.
- Darryl Joyce, Zone Director, reported on LGAA activities
- Next meeting: October 1, 2004 in Blackfalds






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## LGAA Notices

Terry Hurlbut is the new  
Zone 4 Director!



Congratulations Terry and thank you to  
Jody Quickstad for all his time & effort.



Reminder that if you survey the LGAA membership via e-mail, you need to prepare a short summary report of the responses for the LGAA Express newsletter.

### LGAA Strategic Plan for 2004 - 2006

Want to know what issues the LGAA Executive will be addressing in the next three years?

Check out the LGAA Strategic Plan at:

[www.lgaa.ab.ca](http://www.lgaa.ab.ca)

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### Did You Know ...

You can access the Local Government Services Division organizational chart at:



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## Do You Have an Inspiring Workplace?

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### Do you:

- **Create an inspiring vision** . . . Inspiring workplaces have an inspiring vision that unites people behind a common and meaningful cause . . .

⇒ It's not the words in the vision that matter, it's the intent behind the vision and the emotional connection that it makes with employees



⇒ Connect the dots - link the vision to *everyone's* work so they understand why their job is important, how it contributes to the overall success and so that employees feel valued, appreciated and part of something bigger

⇒ Create an individual inspiring vision for your own future

- **Value your values** . . . Inspiring workplaces place a high premium on values

⇒ Define and model your values in everything you do - they are the unchanging guideposts that determine how your workplace travels towards your ultimate vision

⇒ Does everyone know your organization's values?

⇒ Do your values align with your workplace values?

⇒ Inspiring leaders model values day in and day out in everything they say, do and don't do

- **Lead the way by example** . . . Inspiring workplaces have inspiring leaders that . . .

⇒ Lead with humility, humanity and honesty

⇒ Lead with compassion and concern for their employees' well-being

⇒ Lead with the intent of serving (their employees)

⇒ Lead with humour

⇒ Lead with a coaching vs. boss paradigm, where people are offered encouragement, positive, specific and timely feedback that is a dialogue (vs. a monologue)

⇒ Lead by modeling the desired behaviour they wish to see in their employees

- **Set challenging goals** . . . Inspiring workplaces inspire their employees by trusting them with challenging goals . . .

⇒ Too mundane a goal can breed complacency, stagnation, boredom and even stress . . .



⇒ Unrealistic goals create chaos, uncertainty and high levels of stress . . .

⇒ But goals that are realistic and backed up by management, supported with the proper training, tools, coaching and encouragement that help employees stretch their potential and challenge them creatively, are goals that create magic and inspiration in a workplace



- **Communicate everything** . . . Inspiring workplaces place a high premium on open, honest and timely communication, recognizing that . . .

⇒ Communication is a two-way street; listening skills matter (a lot!)

⇒ Employees that are well-informed feel trusted, appreciated, respected

⇒ Employees that are well-informed feel less stress, less uncertainty and are able to perform their jobs more effectively

⇒ Actions speak louder than words

⇒ Everyone knows not only *what's* happening, but *why*

⇒ *How* you say something matters even more than what you say

⇒ Small talk is important - it's how relationships are nurtured

⇒ Stories create a sense of history, tradition and inspiration

⇒ In this age of high-tech, taking the time for interpersonal, face-to-face communication is critical



- **Invest in hiring and training** . . . Inspiring workplaces spend a lot of time and money ensuring they are hiring the right people, and train them to do their jobs

- **Creativity rules** . . . Inspiring workplaces are arenas for ideas, where creativity is a valued commodity that is hired for, nourished and rewarded

- **Create an environment of recognition** . . . Inspiring workplaces create a culture of celebration, praise, recognition and appreciation

- **Put humour to work** . . . Inspiring workplaces are fun places to work where humour, laughter and play thrives

For the complete Inspiring Workplaces! Article, please refer to:

[www.lgaa.ab.ca/2004Conference/InspiringWorkplaces.pdf](http://www.lgaa.ab.ca/2004Conference/InspiringWorkplaces.pdf)

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**LGAA Express Newsletter & Web Site**

If you have any suggestions or feedback regarding the LGAA Express newsletter or web site please feel free to contact Lori Johnson (LGAA Communications Coordinator & Newsletter Editor):

Phone: (403)381-0999

Fax: (403)317-1055

Email: [lgaacommunications@shaw.ca](mailto:lgaacommunications@shaw.ca)

Deadline for article submissions for the next LGAA Express newsletter is **November 5, 2004.**

## Meet a Member Profile

**Member: Martin Buckley**  
**MD Bighorn (Zone 2)**



My "life" in municipal administration began back in June of 1981, when I was assigned to the Town of Spruce Grove as a municipal intern in the second year of Alberta Municipal Affairs' program; after that first year and a second one in Spruce Grove, I spent thirteen years in Canmore as a member of their senior management team, followed by four years as the C.A.O. in Nakusp, British Columbia. I'm now at the Municipal District of Bighorn, where I've been the C.A.O. since mid-2001.

Memorable moments? There's been quite a few; but in this Olympic year of 2004, I'd have to say that being in Canmore during the Winter Olympic Games in 1988 stands out in my mind as the single most memorable moment. It's difficult to describe how, within (literally) a three month span, an entire self-sufficient "village" sprang up at the Town's Recreation Centre, housing some 600+ world-class athletes (who competed in some of the most



grueling high-pressure events imaginable); followed by the two weeks of the Olympics themselves, when the sporting world's focus was partly on our small community; and then all the attention, all the people, and all the activity disassembled and disappeared, a month after the Olympics!!

I've been blessed with a wonderful family: my wife Kelley and I have been married for nineteen years, and have two teenage children, my daughter Blaire and son Wade. We've re-settled back in Canmore, after the stint in B.C., and are building a new home. I continue to enjoy my work, the occasional golf game, long early morning walks (for exercise and stress relief!!), and following my children's sporting activities. Life is good, in the Rockies!!

