



***ANNUAL
CONFERENCE***

***OF THE
ALBERTA MUNICIPAL CLERKS
ASSOCIATION***

2011

**PRECONFERENCE – APRIL 13TH, 2011
CONFERENCE - APRIL 14TH & 15TH, 2011
HOLIDAY INN
GRANDE PRAIRIE, ALBERTA**

WELCOME

The Executive Committee of the Alberta Municipal Clerks Association extends a warm welcome to everyone!

This year we have another great line-up of informative and entertaining speakers! As always, the Executive considers your comments from past conferences and finds them very helpful in selecting topics and presenters.

A.M.C.A. conferences provide professional training, as well as ample opportunity for members to informally discuss common concerns and interests. We trust all members will take advantage of this time to develop stronger bonds between colleagues and jurisdictions.

We look forward to seeing you all again, and hope you are pleased with the sessions we have planned. Enjoy the conference!

Executive Committee

President	- Doug Tymchyshyn (Parkland County)
Past President	- Stephen Thompson (City of Edmonton)
Vice President	- Audrey Cerny (City of Grande Prairie)
Treasurer	- Tania Shepherd (City of Spruce Grove)
Secretary	- Betty Gaskarth (City of St. Albert)
Program/Education Director	- Cathy Drescher (Town of High River)
Communications	- Sharon Doll, (Town of High River)



MISSION STATEMENT

- To provide a forum for exchange of ideas among the municipalities of Alberta.
- To provide a means for presentation of suggested amendments in legislation to senior government.
- To provide a link for the promotion of mutual understanding and fellowship among the members.
- To work in conjunction with any other organization having as its objective the betterment of administration of local government.

Resource Table

Please pick up your name tags at the Resource Table located near the entrance of the meeting room, and kindly return them at the end of the conference.

If you have information, handouts, samples (e.g., bylaws, policies), surveys, contact information, etc., that you would like to share with your fellow AMCA members, please feel free to display/provide them on the Resource Table. Alternatively, feel free to provide a one or two page summary of highlighted documents available on your municipal website and how/where to find them.

2011 CONFERENCE

Wednesday, April 13th, 2011 – Pre-Conference

8:30 a.m. - Breakfast –

9:00 a.m. - **Tongue Fu!® - Lisa Chell**

Would you like to:

- Know what to say – when you don't know what to say?
- Prevent time-consuming mistakes and misunderstandings?
- Learn to quickly resolve complaints?
- Get along with just about anyone, anytime, anywhere?

If so you'll love Tongue Fu!® You'll learn exactly what to say and do:

- End arguments by focusing on solutions, not fault
- Keep from saying something you regret in the heat of the moment
- Defuse tense situations with appropriate humor
- Clear up complaints with the AAA Train
- Coach vs. criticize performance so people learn instead of lose face over mistakes
- Turn resentment into receptivity with Words to Use/Words to Lose

“Tongue Fu!® is a gold mine for anyone who deals the public
“Executive Book Summaries”

Lisa Chell - Inside each of us is a diamond. Through innovative coaching and training services, Lisa helps you find the CARAT within: **Clarity, Action, Results, Achievement & Transformation**. Lisa's professional speaking and Power Coaching® experience, along with her passion for health, wellness, sports and fitness, attracts clients who desire inspiration, training, coaching and mentoring in the areas of communication, confidence, concentration, life and career transition, team building, creativity and living life with purpose and passion. She specializes in workshops, seminars and breakouts that focus on fresh, instantly usable ideas which give you an easy, immediate action plan that works.

- 10:30 a.m. - Coffee Break
- 12:00 - Lunch
- 1:30 p.m. - Tour of City of Grande Prairie
- 4:30 p.m. - End of Sessions
- 7:00 p.m. - Reception/Social

Please stop in to say hello on your arrival! Complimentary beverages and appetizers will be served. Delegates are encouraged to take advantage of this social evening to visit and get better acquainted with fellow colleagues.

Thursday – April 14th, 2011 - Conference

- 8:30 a.m. - Breakfast -
- 9:00 a.m. - **Ten Laws of Leadership Resilience - Shona Welsh, MCEd, CHRP**

Shona Welsh used to be a corporate change agent but she's okay now. She has been speaking to a variety of audiences on work and life issues for almost twenty years and is the recipient of numerous speaking and writing awards. Shona holds a master's degree in continuing education, is a certified coach facilitator, and teaches at several post-secondary institutions. A veteran of public, non-profit and private sector employment, Shona cannot be trusted alone in the house with chocolate.

- 10:30 a.m. - Coffee Break
- 10:45 a.m. - Shona Welsh continued
- 12:00 - Lunch -
- 1:00 p.m. - Association Round Table

(Opportunity for AMCA members to share highlights and experiences from the past year—an excellent way to find out what's going on with other municipalities and to provide topics for further discussion throughout the conference).
- 2:30 p.m. - Coffee Break
- 2:45 p.m. - Electronic Agendas – Cities of Grande Prairie/Edmonton & Lethbridge
- 4:30 p.m. - End of Sessions

- 6:30 p.m. - Banquet
- 9:00 p.m. - Wine Tasting

Friday - April 15th, 2011 - Conference

- 8:30 a.m. - Breakfast -
- 9:00 a.m. - **Characteristics of Successful People - Joan McCusker**

After years of travelling the world with competitive curling, Joan shares her observations on common characteristics of successful people. The message is clear and the presentation is light and often humorous. Ordinary People Do Extraordinary Things - Many "famous" people are very ordinary. They do extraordinary things because of their work ethic, commitment to goals, attitude, use of team, etc.

Joan has won numerous awards as a member of the Sandra Schmirler Curling Team, including three Canadian and World Women's Curling Championships, an Olympic Gold medal at the 1998 Nagano Games, and four All-Star Team Second honours at the Canadian Curling Championships. Joan, who is now a Curling Commentator for CBC Sports, graduated from the University of Saskatchewan in 1987 with a Bachelor of Education. She was an elementary school teacher until 1998 when she decided to focus her time and energy on being a mom, a curler, and a motivational speaker. Joan and her husband, Brian live in Regina with their three children, Rory (17), Christina (14) and Shae (10). Joan's presentations focus on the impact of a person's attitude on their lives, and how ordinary people can do extraordinary things.

- 10:30 a.m. - Coffee Break
- 10:45 a.m. - Annual General Meeting
(Agendas will be distributed by Email – please bring your copy to the meeting)

Long Service Awards - At the AGM presentations will be made by President Doug Tymchyshyn and recognition will be given to members of the Alberta Municipal Clerks Association.

- 12:00 - End of Sessions/ Pass in Evaluations

Evaluations:

Please take a few moments before you leave to provide your feedback about this year's Conference. Your comments are important and will assist the Executive with planning future Conferences. Evaluations from will be made available at the Annual Meeting. Suggestions for future Conference speakers are appreciated.

*Thanks for coming, have a safe trip home.
We look forward to seeing you next year!*

ALBERTA MUNICIPAL CLERKS ASSOCIATION
2011 CONFERENCE REGISTRATION FORM
April 14th & 15th, 2011
Pre-Conference – April 13th, 2011
Holiday Inn, Grande Prairie, Alberta

A. REGISTRATION INFORMATION:

Surname: _____ First: _____

Job Title: _____

Municipality/Organization: _____

Address: _____ City: _____

Postal Code: _____ Telephone: _____

Email address: _____

B. REGISTRATION FEES:

Registration includes Thursday's Banquet and Wednesday's Hospitality Night
Registrations must be received by **March 31, 2011**

Conference:	Member	\$300.00	\$ _____
	Associate Member	\$300.00	\$ _____
	Non-Member	\$350.00	\$ _____
	Guest or Life Member	\$ 60.00	\$ _____
Pre-Conference:	Per Person	\$200.00	\$ _____

TOTAL Conference Fees (GST Exempt) \$ _____
(Sorry, no partial fees are offered.)

C. SPECIAL NEEDS:

If you have any allergies or special diet needs, please indicate here: _____

D. REGISTRATION FORM AND PAYMENT:

Cheque payable to ALBERTA MUNICIPAL CLERKS ASSOCIATION

Mail completed registration form and payment to: Tania Shepherd (AMCA)
C/O CITY OF SPRUCE GROVE
315 JESPERSON AVENUE
SPRUCE GROVE, AB T7X 3E8

E. CANCELLATION AND REFUND POLICY:

Cancellations must be received in writing by Tania Shepherd, City of Spruce Grove, on or before April 5, 2011, and will be subject to a \$50.00 cancellation fee. Non-attendance does not constitute withdrawal.

For additional information, contact:
Tania Shepherd, City Clerk
Telephone (780) 962-7634 Ext. 154
Fax: (780) 962-0651
Email: tshepherd@sprucegrove.org

Holiday Inn Hotel & Suites Conference Centre Grande Prairie: 780-402-6886

Rates for Alberta Municipal Clerks Association Conference – April 13 – 15, 2011

ROOM TYPE	Hotel Rack/Bar Rate	Contract Rate
Standard Double Queens	\$169.99 per room/night	\$124.00 per room/night
Standard King	\$169.99 per room/night	\$124.00 per room/night
Executive King	\$189.99 per room/night	\$159.00 per room/night

Rates are net non-commissionable and exclusive of tax (4% Alberta Tourism and 5% GST)

CHECK-IN/ CHECKOUT:

Check-in time is 3:00pm. While every effort is made to accommodate guests arriving before the check-in time, rooms may not be available. Checkout time is 11:00am.

INDIVIDUAL DELEGATE RESERVATIONS:

Individuals or dispatch are required to reserve the guestrooms with one of our Reservation Agents at the above telephone numbers.

CANCELLATION POLICY:

Reservations may be cancelled up to 24 hours prior to 4:00pm on the day of arrival. Failure to do so will result in a one night charge.