



AMCTO's Corporate Training

Excelling in Council Relations 101

1-Day Workshop

One of the main areas of potential conflict within municipalities arises from the relationship between staff and Council. This informative and interactive workshop will apply theory to practice and give participants practical advice and tips for resolving conflicts which are unique to their role in the Municipal setting.

What You Will Learn:

- The roles and responsibilities of the Mayor/Reeve, councillors, CAO, senior managers and staff, and the importance of strategic planning, goal setting, organizational performance measurement, individual performance appraisal, codes of conduct and ethics as tools that you can use in a practical setting to avoid and resolve conflict.
- How to identify and analyze varying personal goals and motivators within yourself, other staff and councilors which can lead to conflict
- How to apply proven dispute resolution techniques to resolve issues and create a climate of mutual respect
- How to “take charge” of addressing conflict even though you may not be “in charge”
- How to avoid conflict and work cooperatively with other Managers in your dealings with Council
- How to diplomatically but effectively deal with the official and unofficial “time-wasters” in your staff and in your professional life.