



**Developing
Our People**
**Perfectionner
nos gens**

Leadership Conference 2017



December 1, 2017



Welcome from the City Manager

Welcome to the City of Ottawa's first-ever Leadership Conference. On behalf of the senior leadership team, I am excited to bring our managers together for this exciting engagement and development opportunity.

As you know, the City is moving toward a servant leadership culture where our leaders can inspire and lead their staff to success. The conference will be an opportunity to provide you with the coaching skills you need to have meaningful conversations and interactions with staff.

At this one-day event you will hear from me about how we can continue to build on our servant leadership culture. We've brought in coaching experts to talk about what it means to be a leader and how to make coaching a habit. You'll also have the opportunity to participate in workshops on critical conversations and conflict management. And, you'll have the chance to share best practices and learn from colleagues in coaching circles.

We wish you a productive and rewarding day. And, as always, we count on your feedback. Let us know how we're doing as we try new approaches to engage our people.



Steve Kanellakos
City Manager



How to register

To take part in this year's Leadership Conference please **register online** at www.eventboost.com/e/2017-leadership-conference/6716/en.

All participants must register for both The Coaching Habit and The Leadership Commitment which are offered both in the morning and afternoon.

In addition, choose one of the following 1.5 hour workshops:

- Conflict Management
- Critical Conversations
- Coaching Circles

Session materials will be available in French upon request. Please select this option if required. You will also have the opportunity to identify any accommodation requirements or dietary restrictions.

Conference Topic descriptions

The Coaching Habit

This innovative coaching session is an introduction to coaching skills for managers. This session includes three things that make the difference and help you develop coaching skills as an everyday habit. It will also help you understand how and why it's so tempting to jump in and be the advice-giver and the problem-solver – and the price that you (and the employees you're managing) pay for this. With this new understanding, it becomes easier to disarm the advice "hair-trigger" and use coaching skills when the occasion calls for it. In addition, the session will focus on a range of practical next-day ready coaching tools to increase focus, engagement and impact.

Facilitators



Paul Binnendyk is a corporate training facilitator and coach with more than 20 years of work experience in several different industries, holding positions in sales, operations and sales management. The current focus of his facilitation practice is sales and productivity training, as well as coaching for busy managers. He brings high energy and engagement to his workshops, giving participants an experience that helps to drive learning and retention.



Tina Dias is an ICF Certified Coach and Facilitator with over 25 years of experience holding director and executive director levels in business operations and human resources. Trained under Coach U with a Masters in Leadership from RRU, Tina is certified in: Organizational Workshop and Merging Cultures, Future Search, Hogan Assessments and Myers Briggs Type Inventory. She has spent the last few years coaching executives, high-potentials and entrepreneurs and designing and facilitating leadership and coaching workshops globally.

Conference Topic descriptions

This interactive session is adapted from a New York Times best-selling book, *The Leadership Contract*, and focuses on primary concepts discussed in the book and a deeper look into one of the four terms of this leadership commitment. It includes a transformative conversation, where you'll explore the mindset needed to lead with clarity, commitment and accountability. The information acts as a powerful complement to the existing leadership curriculum, reinforces leadership models and supports culture change. You'll become a more deliberate leader by making the conscious decision to lead and to identify and step up to your leadership obligations. You'll tackle the hard work of leadership in a way that moves the organization forward and connect with your colleagues to build a stronger community of leaders in the City of Ottawa.

Leadership Commitment

Facilitator

Carol Blades is a Senior Consultant with LHH Knightsbridge Talent and Leadership Development and is the Master Facilitator for Canada.

Carol is an experienced speaker, facilitator and instructional designer who has a personal passion for leadership accountability and likes to focus in on interpersonal skills, customer and employee engagement, team building, strategic planning, communications and coaching. Carol also delivers keynote speeches that support the work of the New York Times bestselling book, *The Leadership Contract*, by Vince Molinaro.



Carol has worked with organizations in a variety of sectors — government (municipal, provincial and federal), retail, banking, energy, engineering, real estate development and the arts.

Conference Topic descriptions

Conflict Management Model

This session is an introduction to the new City of Ottawa Conflict Management Model where you will engage with various perspectives of a typical conflict scenario, progressively working through the tools that support the model. As a participant, you will walk away with a greater understanding of how to navigate conflict and the tools and supports available to assist in the process.

Facilitators



Stephanie Stewart is the Organizational Health Specialist at the City of Ottawa. Stephanie trained in Conflict Mediation at the Canadian Institution for Conflict Resolution. She graduated from Saint Paul University with a specialization in Emotion Focused Therapy for couples. Prior to joining the City, Stephanie was an Associate of the Centre for Treatment of Sexual Abuse and Childhood Trauma. Her clinical experience includes work with individuals, couples and families. Stephanie is an experienced group facilitator, a member in good standing of the Canadian Counselling & Psychotherapy Association and a Registered Psychotherapist.



Benilda Formoso is an Organizational Health Consultant at the City of Ottawa. She has a Bachelor of Arts in Psychology, a Bachelor of Music Therapy and a Master of Social Work. She provides counselling to City of Ottawa employees as part of the Employee Assistance Program. She was instrumental in the 2017 launch of the City of Ottawa Mental Health Awareness in the Workplace video series in partnership with Gamifi Inc. She is trained in leading facilitated discussions and managing conflict in the workplace. Benilda is registered with the Ontario College of Social Workers and Social Service Workers and is a member of the Canadian Association for Music Therapy. She has a certificate in Brief Competency-Based Therapy from the Hincks-Dellcrest Institute in Toronto.

Conference Topic descriptions

Join us for an opportunity to further develop your leadership skills for moving into or intervening in conflict. Critical conversations are discussions that need open dialogue around issues that have high-stakes, strong emotions and varying opinions. This session is an opportunity to learn some tips and tools that will allow you to stay open, rational and focused on the situation. You will come away with more confidence on how to manage conflict and get an understanding of what is really going on and what might be appropriate to resolve it. Enhance your ability to use influence versus authority to improve relationships, foster teamwork and make better decisions when there are different opinions involved. It's about building acceptance rather than resistance and resolving individual and group disagreements in an effective and productive manner.

Critical Conversations

Facilitator

Joe Stelliga is the senior partner and owner of Human Capital Inc. a boutique firm specializing in leadership, team & organization development, facilitation, training and coaching. He is involved in numerous conflict resolution initiatives at the City of Ottawa and is in the Learning Centre 4 or 5 times a month providing training in Conflict Resolution and Critical Conversations to City employees at all levels. Joe has a strong belief that it is a leader's responsibility to deal with conflict and that an effective leader has the ability to move into conflict (a difference of opinion) and work through it in a way that builds relationships, reinforces trust and enhances productivity. His clients appreciate his authenticity, his ability to get to the essence of a client's challenge and his ability



to empathize and support his clients in moving to action. One of his clients says "He is great at identifying the possibilities and has an action orientation that leads to results." Joe also sits on the board of Centre 454 which provides support services for the homeless in Ottawa.

Conference Topic descriptions

Coaching Circles

Ever wondered how to make the shift from solving problems for others to coaching them to solve those problems themselves? In this workshop you'll learn how coaching circles can help you become a better leader and coach. Hear from other City employees who have participated in a coaching circle. Practice asking powerful questions that can shift perspective and open up new possibilities for action.

Facilitator

Joanne Daykin is an Organizational Development Consultant and facilitator with nearly 20 years experience as a consultant and leadership coach. She works with managers and leaders who are striving to make meaningful changes in their organizations. As a certified Integral Coach, her aim is to foster the mindshift and behaviour changes necessary for sustainable change. Since joining the City of Ottawa six years ago, she has worked with numerous leaders in the areas of coaching skills, change management, team development and collaboration, strategic planning, service excellence and continuous improvement.





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Ottawa

Leadership Conference 2017

7:30 to 8 a.m.	Registration / Networking / Refreshments (Hall A & B)		
8 to 8:30 a.m.	Welcome / City Manager's Message (Hall A & B)		
8:30 to 10:30 a.m.	Group A The Coaching Habit (Hall A & B)	8:30 to 10 a.m.	Group B Leadership Commitment (Capone's Room)
10:30 to 10:45 a.m.	Refreshment break	10 to 10:30 a.m.	Refreshment break Transition to next session
10:45 a.m. to noon	Group A – continues The Coaching Habit (Hall A & B)	10:30 a.m. to noon	Group B – choose one topic Topic 1 – Conflict Management Model (Capone's Room) Topic 2 – Critical Conversations (Hall C & D) Topic 3 – Coaching Circles (Hall E)
Noon to 12:40 p.m.	Lunch (Hall A & B)	Noon to 12:40 p.m.	Lunch (Hall A & B)
12:45 to 2:15 p.m.	Group A Leadership Commitment (Capone's Room)	12:45 to 2:45 p.m.	Group B The Coaching Habit (Hall A & B)
2:15 to 2:30 p.m.	Refreshment break Transition to next session	2:45 to 3 p.m.	Refreshment break
2:35 to 4:05 p.m.	Group A – choose one topic Topic 1 – Conflict Management Model (Capone's Room) Topic 2 – Critical Conversations (Hall C & D) Topic 3 – Coaching Circles (Hall E)	3 to 4:15 p.m.	Group B – continues The Coaching Habit (Hall A & B)
4:15 to 4:30 p.m.	City Manager's Closing Remarks / Evaluation (Hall A & B)		

Note: The conference is offered in English only but materials are available in both English and French.

Notes

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