



PADM 305

Better Problem Solving and Policy Writing
Skills for Local Government Professionals

Fall 2019

The goal of this course is to provide you with a systematic approach to analyzing problems, clarifying objectives, identifying potential solutions, explaining trade-offs, and recommending action to decision-makers. In this course you will learn how to effectively turn your recommendations into policies, procedures, or bylaws and measure the results.

Coming
to
Kelowna!

Our systematic approach can be applied to a wide range of issues that you may be asked to address throughout your career. This means it will be useful to those working in small local governments who must cover many disciplines, and those in larger organizations who specialize. The ability to identify solutions to multi-faceted problems, will help prepare you for more senior leadership roles in local government organizations.

Our students have used this solution-finding approach, to successfully deal with a wide range of difficult problems including those related to:

- Land-use planning** – secondary suites, downtown revitalization, food carts, APCs, home-based businesses, amenity contributions
- Financial matters** – grants in aid, gas tax distribution, permissive tax exemptions, procurement and tendering, business licensing
- Administration** – correspondence management, social media, First Nations governance
- Human resources** – staff engagement, training policies, internet use, travel expenses
- Emergency services** – combined fire services, burning bylaws
- Environment** – tree cutting policies, greenhouse gas emissions, sustainability, noise, climate action
- Infrastructure and facilities** – public transit, water quality and metering, parking, facility fees, and scheduling

Register
Today!

Time and Place – Fall 2019

Two 3-day sessions: 8:30 am - 4:30 pm

October 3, 4, 5 and November 14, 15, 16, 2019

Ramada Hotel, 2170 Harvey Avenue, Kelowna, BC

THE SESSIONS

Through this course you will learn how to:

- Look beyond the symptoms to identify the “real” problem
- Clarify broad community objectives to help choose a lasting solution
- Identify valuable and relevant resources for efficient research
- Generate credible options for solving community problems
- Evaluate options according to community objectives
- Help decision-makers understand the implications and trade-offs of the options available
- Engage the public in meaningful ways and manage competing interests in the community
- Translate decisions into effective policies, procedures, and bylaws, where appropriate
- Monitor, assess, and report results of decisions; adjust for greater success

You will have the added benefit of meeting colleagues and creating a network of engaged local government staff like you, working to address similar issues in their own communities!

PIBC members may earn up to 60 CPL Learning Units, and this course may provide professional development credits for other professional organizations.

LEARN FROM EXPERTS IN THE FIELD

Instructors **Allison Habkirk**, MA, MPA, MCIP and **Linda Adams**, former CAO (retired), Islands Trust, MCIP will lead you through an interactive, hands-on course focused on your policy issues and needs.

REGISTRATION AND INFORMATION

To register, complete the **Student Information Form** available at:

www.capilano.ca/local-govt/ and email form to adelaney@capilano.ca or for more information, contact **Alison McNeil**, Chair, School of Public Administration – Local Government Programs, Capilano University, 604-990-7907, amcneil@capilano.ca

FEES AND CREDITS

This three credit course may be taken as an elective for the Certificate, Advanced Certificate, and Diploma Programs in Local Government Administration at Capilano University. It is also an elective course for our **Local Government Leadership Development Certificate**. The course fee is approximately \$1100 and includes all texts and materials. Funding assistance is available from the **Board of Examiners website**, or search for Local Government Staff and Development on the Government of BC website www2.gov.bc.ca.

Register Today!

Great Teaching

Great Programs

Great Future