

MEETING AND GOVERNANCE SOLUTIONS



2019

# Staff Training Programmes - Overview



Meeting and Governance  
Solutions Limited

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## **1 Introducing Meeting and Governance Solutions Limited (MAGS)**

Welcome to this guide on the programmes we deliver for staff in local government.

Meeting and Governance Solutions is a company that specialises in training / development / mentoring for people holding governance roles and the staff that support Boards and elected bodies.

We offer a mix of experience and knowledge having held elected positions in local government, commercial boards, Boards of Trustees, and sporting organisations, along with senior management roles in the private and public sector.

The key business elements delivered by MAGS are as follows:

- Governance and management roles and responsibilities
- Chairing meetings and meeting processes and protocols, training, coaching, assessment and mentoring including a critical success factors scorecard process
- Analysing meeting performance and developing improvement strategies
- Standing Orders training
- Training for effective report and recommendation writing
- Understanding the political and operating environment of Boards/elected bodies
- Support staff training and development
- Taking Notes, Creating Minutes training
- Strategic planning
- Projects
- Implementation of report and agenda technology in partnership with Infocouncil

Further information on the services and products that MAGS provide is detailed on the company website which can viewed at: [www.meetinggovernance.co.nz](http://www.meetinggovernance.co.nz)

## Training Programmes

### 2 Local Government General

#### 2.1 How Local Government Works “101”

##### Outline

All staff employed in the local government sector need to have a good awareness of how the sector operates from a broad perspective. Local government is a complex public sector entity. Understanding how and why decisions are made, the type of services that are delivered, the democratic system, the regulatory environment and the types of planning documents are all important elements of local government.

This “beginners guide to local government” sets new staff on their journey in local government with a good basic range of knowledge – an induction into to the sector.

**Who should attend?** Any staff new to local government

**Course duration** One day

**Presenters** Vern Walsh and Steve McDowell

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#### 2.2 Understanding the Politics of Local Government

##### Outline

Staff in the local government sector need to understand how the political system and processes work as part of their role in delivering services to the community. Many staff, who do not work closely with elected members, find the political dimension of local government confusing. This workshop provides a clear outline of the systems and processes for engaging with elected representatives, tactics on working with elected representatives, an understanding of the behaviours and drivers of elected representatives, and skills and processes for reporting to and working with elected representatives.

**Who should attend?** Any staff new to local government; staff who want to expand their knowledge of the political side of local government

**Course duration** One day

**Presenters** Vern Walsh and Steve McDowell

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### 2.3 Political Meeting Skills – Staff Effectiveness

#### Outline

A significant number of staff are required at some stage in their career to attend a formal political meeting (e.g. Council, Committee, Sub-Committee, Community Board meeting) in support of a report or to answer questions on any given topic. This workshop provides information to staff on what to expect at political meetings, protocols to follow, and how to engage with the meeting participants (not just elected members but potentially the public, other agencies and let's not forget the media!).

**Who should attend?** Any staff member who needs to know how political meetings operate

**Course duration** Half day

**Presenters** Steve McDowell and Vern Walsh

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### **3 Effective Staff / Project / Community Meetings**

#### **3.1 Leading Successful Meetings**

##### **Outline**

This workshop identifies the pre /during /post meeting systems and processes needed for a manager / team leader / project manager or other staff member assigned the role to lead meetings to operate effectively through high quality leadership of the meeting. Being able to understand the meetings process will assist staff in ensuring all meetings are run as efficiently and effectively as possible saving valuable time and leading to quality participation and outcomes. We explore the best practice elements to effectively leading a meeting including the working relationships needed.

**Who should attend?** Staff who lead any type of meeting, e.g. team, project, public meetings

**Course duration** Half day

**Presenter** Vern Walsh

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#### **3.2 Participating Effectively in Meetings**

##### **Outline**

Staff spend a lot of their working life in meetings so making that time as effective and productive as possible is essential to success. Too often we hear that staff are bored in meetings, don't know how to "navigate" the personalities around a meeting table, or know when and how to contribute to a meeting. This workshop provides practical suggestions that will assist staff to participate effectively in meetings including understanding commonly accepted meeting protocols, and developing capability to contribute effectively in meetings.

**Who should attend?** All staff that participate in meetings

**Course duration** Half day

**Presenters** Vern Walsh and Steve McDowell

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## **4 Presentation Skills**

### **4.1 Presenting Skills – Making a Real Impact on an Audience**

#### **Outline**

Virtually all local government staff will have to present to a meeting or forum of some kind in their career. Being able to captivate an audience, present effectively, respond to questions and at the same time portray a confident and assured presence can be a frightening prospect for many of us. This workshop will guide participants through the steps to preparing for and delivering a highly effective presentation. It will address how to conquer fears and deal with the various personalities at the meeting. One outcome we strive for is that participants will actually enjoy making a presentation by the end of the course!

**Who should attend?** All staff that make presentations

**Course duration** One day

**Presenters** Vern Walsh and Steve McDowell

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## **5 Democracy Services Staff Training**

### **5.1 New Governance Professionals – an Introduction to the Role**

#### **Outline**

The Committee Advisor role is critical to the operation of the democratic systems and processes within local government. This workshop provides an interactive opportunity for staff new to the role or wanting a refresher on the basic elements of being an effective Committee Advisor. The workshop works through the key elements of the Local Government Act 2002 in relation to decision making, agenda management, adding value in the meeting environment, working with the chairperson, and the basics of meetings records.

**Who should attend?** Committee Advisors, Governance Managers/Team Leaders

**Course duration** One and a half day

**Presenters** Vern Walsh and Steve McDowell

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### **5.2 Governance Professionals Annual Two Day Symposium**

#### **Outline**

This two day workshop is targeted at existing Committee Advisors or staff who may want to move into the Committee Advisor role. Over the two days we provide an opportunity to share experiences, reflect and refresh on good practice and learn about recent changes that affect your role as a Governance Professional who interacts with the governance arm of Council

**Who should attend?** Manager's responsible for Council, Committee and Community Board meetings, Committee Advisors, Governance Managers/Team Leaders

**Course duration** Two days

**Presenters** Vern Walsh and Steve McDowell

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### 5.3 Understanding Orders

#### Outline

A key role of a Committee Advisor is to provide support and advice to a Chair, senior manager and meeting participants where Standing Orders apply (Council, Committee, Sub-Committee, Community Board meetings). Knowing what Standing Order should be applied and how to interpret Standing Orders is a frequent question that a Committee Advisor will be asked to respond to. This workshop will take you through the various Standing Orders that apply in the pre meeting, meeting and post meeting situations. It will provide a host of explanations to a wide range of scenarios using a mock meeting to demonstrate specific Standing Orders.

**Who should attend?** Manager's responsible for Council, Committee and Community Board meetings, Committee Advisors, Governance Managers/Team Leaders

**Course duration** One day

**Presenters** Vern Walsh and Steve McDowell

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## **6 District Licensing Committee Meetings**

### **6.1 District Licensing Committee support and processes**

#### **Outline**

The Sale and Supply of Alcohol Act 2012 has dramatically changed the way in which applications under the Act are dealt with. District Licensing Committees are required to consider every application and there is a much larger community involvement in the process through objection and presenting to meetings of the Committee. This workshop specifically addresses the key roles of a support staff in the process, particularly for applications that are opposed and require a hearing. The workshop will focus on the specific elements of the Act that are relevant to the administration role, along with record keeping, advice to the committee and decision making.

**Who should attend?** Manager's responsible for administering the District Licensing Committee and Committee Advisors, Licensing Inspector's

**Course duration** Three quarter day

**Presenter** Steve McDowell

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## **7 Report Writing**

### **7.1 Decision Making and Report Writing**

#### **Outline**

Report writing is a critical element for any organisation that needs to provide information and recommendations to decision making bodies such as Boards, Committees, and Councils etc. A key competency for any report writer is the ability to frame recommendations that have a logical and evidential process behind them and that are clear and easily understood. By the conclusion of the workshop participants will understand the principles for writing quality reports , understand the decision making requirements of the Local Government Act 2002, gain skills and tools for writing quality reports, understand the needs of decision-makers who read reports, gain improved confidence in writing reports and be more effective and efficient at writing reports.

**Who should attend?** Staff that write or approve reports

**Course Duration** Half day

**Presenter** Steve McDowell

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## **8 Taking Notes, Creating Minutes**

### **8.1 Taking Notes, Creating Minutes**

#### **Outline**

Effective recording of minutes is a critical element of any meeting. Knowing what to record, why and how are key skills for staff that are required to act as a note taker, whether it is a formal council / committee meeting, a staff meeting, project team meeting, or a meeting with the public. This workshop looks at the skills required to take notes at a meeting and then create minutes from those notes. It also addresses the important role that the minute taker has in assisting the chair to manage a meeting and ensure it is effective and efficient.

**Who should attend?** Staff who are required to take notes at meetings, Committee Advisors, meeting chairpersons

**Course Duration** Half day

**Presenter** Steve McDowell

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## 9 Consultation and Community Engagement

### 9.1 Community Consultation and Engagement

#### Outline

Traditional community consultation (public notice, submissions, and hearings) has its place but more and more local government needs to understand what communities really feel about a range of issues in the community. The use of coordinated and planned community engagement and community research is critical to finding out the range of community views and aspirations that are applicable to the community. This workshop addresses the tactics and systems that are needed around community consultation and engagement.

**Who should attend?** Staff involved with projects or activities requiring community input

**Course Duration** One day

**Presenter** Guest presenters

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## 10 Resource Management Act – Evidence and Hearings

### 10.1 Presenting to Commissioner Hearings

#### Outline

Presenting high quality evidence and reports at Resource Management Act hearings is essential to ensure that your position is clearly articulated and that the decision makers (the commissioners) have confidence in your evidence. Quality evidence is the result of careful planning and preparation, coordination within your organisation, and confident delivery at the hearing. This one day course will provide you with information and techniques to assist you in preparing and delivering evidence and reports.

**Who should attend?** Staff that prepare and / or present evidence or reports at Resource Management hearings including Planners, Engineers, Architects, specialist subject experts (e.g. air, water, flora / fauna etc) and Hearing Commissioners.

**Course Duration** One day

**Presenters** Steve McDowell and Alan Watson (Aland Watson and Associates)

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### 10.2 Resource Management Act Planning Technicians / Administrators Training Workshop

The processing of resource consent applications and district plan/regional policy statement/regional plan changes or reviews is conducted under the Resource Management Act 1991 (RMA). Planning Technicians/Administrators undertake the administrative processes supporting consents and plan development. Governance Professionals support the hearings process and will be interested in the background on the RMA and Council processes that are covered in the workshop.

This course will provide attendees with a comprehensive overview of the RMA, an outline of the processing steps for consents and plan development, key elements of internal and external relationships, the processes for notification and an overview of the hearings process.

**Who should attend?** Planning support staff, Governance Professionals, non-planning staff interested in learning about the RMA and how it applies at a council level

**Course Duration** One day

**Presenters** Steve McDowell and Craig Shearer (Craig Shearer Consulting)

## **Contact Details**

**Steve McDowell 027 6273606**

**Vern Walsh 021 770283**

[info@meetinggovernance.co.nz](mailto:info@meetinggovernance.co.nz)

[www.meetinggovernance.co.nz](http://www.meetinggovernance.co.nz)