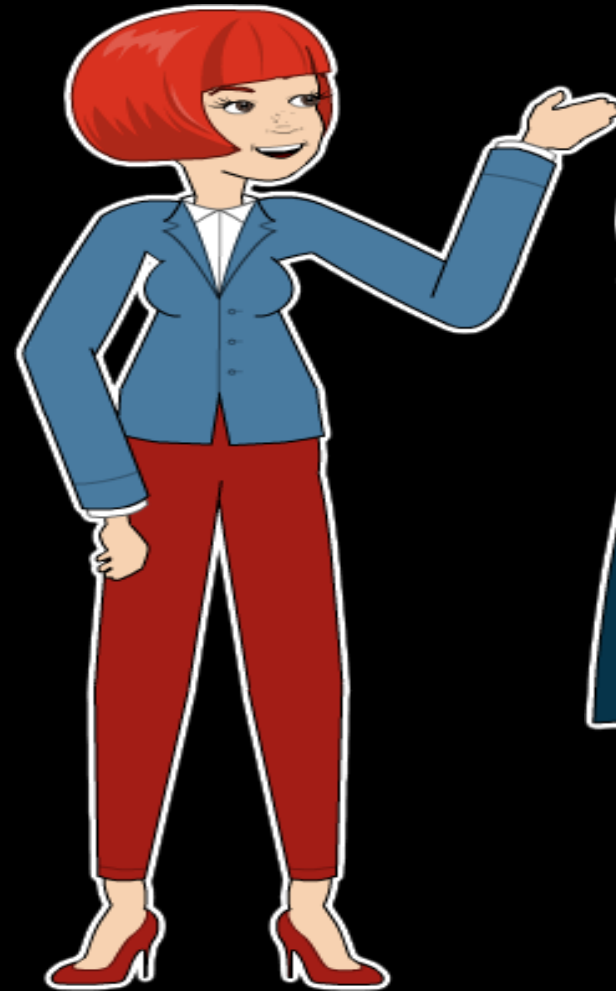


# YOUR SAO/BAND MANAGER A TEAM RESOURCE

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# SAO/BAND MANAGERS COME IN ALL SHAPES AND SIZES



- So how do you start working with your SAO as a resource
  - Get to know them
  - Understand their personalities
  - Set some ground rules

- We are akin to hockey coaches
- We get fired from one team and hired somewhere else. Not because we were bad but sometimes a new Council comes in and want to make changes before really understanding what the responsibilities of a Councillor or Mayor is
- Two municipal elections again in Alberta over 35% of communities change administrators.
- I just think there were that many bad administrators

# SO WHAT ARE THE CONSEQUENCES OF CHANGING SAO

- Additional Costs – Severance/recruitment/increased wages
- Learning curve for staff and Council
- But it can be a good thing though
- The change may not be a result of Council making the decision but the SAO themselves for a number of reasons
  - The grass appears greener
  - Family reasons
  - Perceived Council in the SAO's kitchen to much

# SO HOW DO WE WORK TOGETHER

- Tried to think of words that would assist in the overall idea of using the SAO as a resource successfully
- Came up with the following

# TRUCK

# WHAT DOES TRUCK STAND FOR

- T – Trust
- R – Respect
- U – Understanding
- C – Communication
- K – Knowledge



# TRUST

- This is vital
- Both parties
- You must be able to trust the SAO and their recommendations (not necessarily pass)
- Trust their operational decisions are in the best interest of the municipal operations

# RESPECT

- At the municipal level we are all professionals whether we know it or not
- Council needs to respect the SAO and their decision
- Conversely the SAO must respect the decision on council
- There will be times when you and the SAO will disagree
- This means more than likely both entities are doing their job

# UNDERSTANDING

- There must be an understanding of each others roles
- The SAO must understand that when Council makes a decision it is not personal but they are doing what they feel is the best possible decision for the municipality or band.
- As noted previously this also goes for Council regarding SAO decisions regarding operations

# COMMUNICATIONS

- One of the most important items
- Is the key to cooperation and preventing misunderstandings
- Don't let items build up
- It goes both ways
- Especially Mayor's should set aside set times to talk to the SAO

# KNOWLEDGE

- Both SAO's and Councillors need to have a knowledge of legislation, by-laws and policies
- This can be important for Designated Authorities where the Band is contracted to administer municipal operations
- The knowledge is important when communicating

# TRUCK

- What a lame name was my first thought
- Then when I really looked at it we might be able to have some fun with this
- Like in the real world you can have many types of trucks

## GMC TRUCK

- Great Municipal Cooperation
- Things are just Truckin along

The GMC logo is displayed in a stylized, three-dimensional font. The letters are filled with a vibrant red color and outlined with a metallic silver border, giving them a chrome-like appearance. The logo is centered horizontally within a white rectangular area.

## FORD TRUCK

- Fix or Repair Daily
- Things aren't going well
- They need to be worked on





## RAM TRUCK

- Usually happens when Council starts to overstep its bounds and starts to demand or ram decisions of the SAO that is not under their role
- IE Human Resources

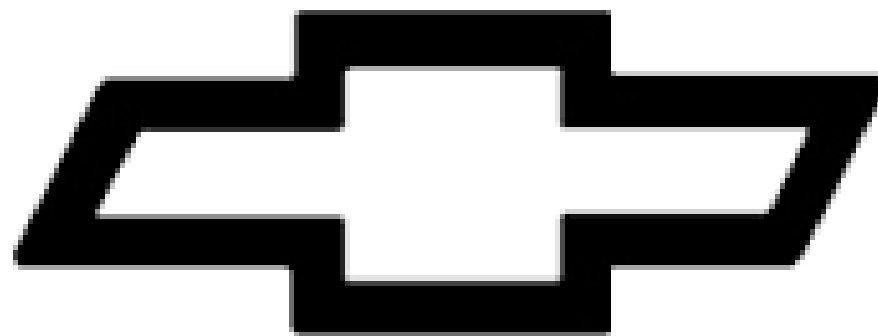


**RAM**

CHEV TRUCK



**CHEVY  
TRUCKS**



# TEAMWORK

- You are a team
- Like any team you have to work together
- Conflict isn't necessarily a bad thing (unless it is constantly happening)
- How the conflicts are dealt with are the most important items

# THE SAO IS THERE TO ASSIST YOU

- Don't be afraid to use your SAO for reference material
- Just be mindful how you interact with the SAO
- If the SAO feels bullied they will shut down and getting information will be more difficult
- This can lead to my earlier slide about the cost of replacing your SAO
- Most SAO's want to help but remember their plate is often full with operations and so don't expect immediate responses all the time

# QUESTIONS