



2026 LGMA ADMINISTRATIVE PROFESSIONALS CONFERENCE

NOVEMBER 4-6, 2026

Motivation in Motion

Delta Victoria Ocean Pointe Resort Victoria, BC

We acknowledge that this event takes place on the traditional and unceded territories of the ləkʷəŋən (Lekwungen) Peoples also known as the Xʷsepsəm (Kosapsam) and Songhees Nation.

This conference is designed for the administrative professional working in the BC local and First Nation government organizations who support senior level staff. If you're an administrative or executive assistant, office coordinator, clerk, or front-line staff, you play an important administrative role to your team and members of the community.

This year's theme, 'Motivation in Motion' celebrates the power of purposeful action. Motivation isn't something you wait for, it is something you create, nurture and ignite. Motivation is the driving force behind progress, achievement and personal growth. Whether the goal is enhancing performance, overcoming challenges, or inspiring meaningful change, when motivation is in motion, it transforms intentions into actions and possibilities into results.

[Register online by October 23, 2026](#)



T. 250.383.7032 E. office@lgma.ca [LGMA Admin Prof Conf](#)

REGISTRATION DEADLINE

October 23, 2026

Do you have managerial or supervisory duties in your position? You may be eligible to become a first-time LGMA member and receive a \$150 voucher toward this program.

**Early Bird Rates until
September 30, 2026:
\$1,058.75 + GST**

**Regular Rates starting
October 1, 2026:
\$1,119.25 + GST**

Cancellations

**Cancellations are accepted
without penalty before
4:30 p.m. October 23, 2026**

**No refunds after
October 23, 2026**

**Delta Ocean Pointe Resort
100 Harbour Road
Victoria, BC**

\$249 + Taxes

**Book your hotel
reservations before
October 9 using the
[passkey code link](#)**

\$500 TRAVEL GRANT:

Grants are awarded based on financial need, distance from event, and small rural regions.

Notice of Filming and Photography: When you attend this event, photography, audio, and video recording may occur. By entering the event venue, you consent to such recording media and its release, publication, exhibition, or reproduction for educational or promotional purposes.

\$500 Travel Grant:

Through financial support from Lidstone & Company and Young Anderson, limited grants in the amount of \$500 are available for eligible local government and First Nation professionals travelling to the event.

[Review the eligibility requirements and submission form found on our website.](#) Selection will take place once the program registration has closed (typically one week out from the program) and LGMA will contact successful applicants only for the purpose of confirming financial assistance.

LIDSTONE & COMPANY

YA YOUNG ANDERSON
BARRISTERS & SOLICITORS

WEDNESDAY, NOVEMBER 4

2:30 – 4:30 PM	CAREER PATHING AND EVOLVING YOUR ROLE: A PANEL DISCUSSION Followed by table discussions
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Facilitator: Dawn Low, BBA, CMC, Coach, Mentor, Subject Matter Expert
Panelists: Lisa Banfield, Emergency Program Manager, District of Central Saanich & TBC

Every administrative professional's career path is unique. This panel brings together individuals who began in similar roles but forged different journeys across local and First Nation governments. Hear real stories, explore learning and mentorship opportunities, and gain tools to advocate for your growth. Whether you are seeking new challenges or strengthening your current role, this session will help you chart a meaningful path forward.

Learning Objectives:

- Explore credible learning and mentorship opportunities available to administrative professionals.
- Learn how to set realistic career goals and map out a pathway to achieve them.
- Build self-advocacy skills to strengthen your voice and pursue new opportunities.
- Reflect on what may be holding you back and how to take intentional steps toward growth.



5:30 – 8:30 PM	WELCOME RECEPTION AND EVENING SOCIAL Arbutus Lobby and Ballroom
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Connect with administrative professionals for an evening of casual conversation and good food. It's the perfect opportunity to relax, network, and connect with peers in a welcoming and enjoyable atmosphere.



THURSDAY, NOVEMBER 5

7:45 – 8:30 AM	BREAKFAST Arbutus Ballroom
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8:30 – 9:30 AM	NAVIGATING CHANGE: SUPPORTING YOURSELF AND OTHERS THROUGH TRANSITIONS
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Facilitator: TBC
Panelists: Nathalie Klein, Executive Coordinator, Squamish-Lillooet Regional District & TBC

Change is constant in local and First Nation governments, including but not limited to new leaders, shifting structures, and evolving priorities that can all impact your work. This session focuses on how administrative professionals can stay grounded during change and support their teams through uncertainty. Explore practical tools to communicate effectively, reduce resistance, and maintain a positive, adaptable mindset.

Learning Objectives:

- Understand the basic principles and objectives of change management within an organization.
- Recognize the valuable role administrative professionals play in supporting workplace change.
- Develop effective communication and organizational strategies to assist teams during transitions.
- Build confidence in adapting to change and supporting a positive work environment.
- Learn how to help reduce resistance to change through clear communication and collaboration.

9:30 – 9:45 AM	REFRESHMENT / STRETCH BREAK
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9:45 – 10:45 AM**COMMUNICATE WITH COLLEAGUES: INFLUENCE WITHOUT AUTHORITY**

Presenter: Michelle Harris, APR, Strategic Planning and Communications Advisor, City of Victoria

Administrative professionals often coordinate work across departments and teams without having formal supervisory authority. This session explores practical, respectful communication strategies to help you influence outcomes, address accountability issues, and navigate competing priorities with confidence. Learn how to communicate clearly, set expectations, and escalate concerns appropriately while maintaining strong working relationships.

Learning Objectives:

- Identify strategies for influencing and coordinating colleagues outside your reporting structure.
- Apply clear, professional communication techniques to address missed deadlines and accountability challenges.
- Determine when and how to escalate concerns and communicate effectively with managers in other departments.
- Learn to use your writing style and tone for different audiences, emails and correspondence.

11:00 AM – 12:30 PM**SETTING BOUNDARIES: THE ART OF SAYING ‘NO’**

Presenter: Crystal Henrickson, PCC, CPCC, Leadership and Executive Coach

Administrative professionals often juggle competing demands and expectations. This session focuses on how to set healthy, professional boundaries that support your well-being and effectiveness. Learn practical techniques for saying “no,” managing workload pressures, and communicating limits with clarity and confidence.

Learning Objectives:

- Understand the importance of boundaries in maintaining professional well-being.
- Learn practical techniques for saying “no” respectfully and effectively.
- Apply strategies to manage workload expectations and prevent burnout.
- Build confidence in communicating limits while maintaining positive relationships.

12:30 – 1:15 PM**LUNCH**

1:15 – 2:30 PM	INDIGENOUS RELATIONS – BUILDING MEANINGFUL RELATIONS
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Facilitator: Amory Adrian, Manager, Strategy and Partnerships, First Nations Public Service Secretariat

Panelists: Alicia John, Executive Secretary to Chief and Council, Tkemlúps te Secwépemc & TBC

Administrative professionals often serve as the first point of contact between local governments and Indigenous communities. This session explores practical ways to incorporate respectful practices into daily work, understand local Indigenous histories and protocols, and build meaningful relationships. A panel of speakers will share perspectives and examples from their respective communities.

Learning Objectives:

- Identify the Indigenous territories and Nations connected to your community.
- Recognize that every community is different and requires tailored approaches.
- Understand First Nations protocols and how they may inform your work.
- Learn how to incorporate respectful language and acknowledgements into communication.
- Explore examples of practices such as honorariums, gifting, and council-to-council engagement.

2:30 – 2:50 PM	REFRESHMENT BREAK
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2:50 – 3:00 PM	MINDFUL ACTIVITY
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3:00 – 4:30 PM	OUTLOOK TIPS AND TRICKS FOR EFFICIENCY
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Presenter: Caroline Rissley, M.Ed, Camosun College, University of Victoria,
Royal Roads University Instructor

Small changes in how you use Outlook and other Microsoft tools can make a big difference in your daily workflow. This session offers practical tips to help you stay organized, reduce distractions, and manage tasks and calendars more effectively.

Learning Objectives:

- Organize email using folders, conditional formatting, subject lines, templates, and automation tools.
- Apply techniques to minimize distractions and improve focus.
- Use task and calendar features to streamline scheduling and follow-up.
- Explore lesser-known features that enhance productivity.

6:00 – 9:00 PM	DINNER and WELL-BEING ACTIVITY Arbutus Ballroom
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Enjoy dinner with your colleagues after a day of professional learning, then have fun learning some line dancing. A fun, well-being activity that promotes physical, mental and emotional health at work and at home. A dance instructor will teach simple steps and routines set to music of all genres. This is a great way to learn dance while enjoying a low-impact physical and mental workout. You do not need to be an experienced dancer for this activity and no partner is required.



FRIDAY, NOVEMBER 6

7:45 – 8:30 AM	BREAKFAST Arbutus Ballroom
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8:30 – 10:00 AM	HOT TOPICS IN LOCAL GOVERNMENT
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Presenter: **Todd Pugh, Executive Director, CivicInfo BC**

Stay informed on the issues shaping local governments across British Columbia. This session provides an engaging overview of current events, legislative changes, and emerging trends affecting municipalities and First Nations. Gain insights into what has shifted over the past year and what to watch for in the months ahead.

Learning Objectives:

- Understand current issues and trends affecting local governments.
- Explore how recent changes have impacted communities across BC.
- Gain insights into what may influence local government operations in the near future.

10:00 – 10:30 AM	REFRESHMENT BREAK and HOTEL CHECK-OUT
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10:30 AM – NOON

FROM MOTIVATION TO IMPACT**Tracey Lorenson, Principal of CivicExcellence**

You've invested in improving your performance, defining healthy boundaries, communicating with clarity, and managing up more effectively. Now comes the most important question: What impact will you make when you return to your organization? Be inspired to focus your energy on what is within your control, identify where you can make change, and leverage your influence to turn intentions into action. In an environment that is often noisy, complex, and demanding, leadership is not defined by title or authority, it's demonstrated through consistent choices, clear communication, and purposeful action.

NOON

ADJOURN



The program was designed with the input of experienced administrative professionals from local and First Nation governments. Thank you to the following advisory committee members:

- **Anna Adam, Administrative Assistant - Community Services, Sunshine Coast Regional District**
- **Miranda Berry, Executive Assistant to the CAO, District of Port Hardy**
- **Carla Campbell, Administrative Coordinator, District of Saanich Fire Department**
- **Alicia John, Executive Secretary to Chief and Council, Tk'emlúps te Secwépemc**
- **Ruzica Kragulj, Administrative Services Coordinator, City of New Westminster**