



Workshop Agenda

		Date:	8 August 2019
		Time:	9:30am-3:00pm
Workshop Title:	Riverina Chapter Workshop	Venue:	Albury City Council
Attendance Fees	Members: Free (# based on your membership level)	Host Council:	Albury City Council
	Non-Members: \$95pp incl. GST	Book Online	Book Now Online

TIME	ITEM AGENDA	PRESENTER
9:30am – 10:00am	Registration and networking with your peers over coffee and light refreshments	
10:00am-10:15am	Session 1: Welcome and Overview	Allister Brockley Chairperson Riverina Chapter
	Session 2: Confirmation of Previous Workshop Minutes	Pauline Webb NLGCSN Senior Executive Officer
	Session 3: Outstanding Items from Previous Workshop	
10:15am-10:45am	Session 4: Interactive Session: Around the Grounds “What are you celebrating/or what are you embarking on” - your chance to share what other Councils are working on and or get ideas or offer knowledge	Allister Brockley Meredith Hester Maree Bice NLGCSN Riverina Chapter Committee
10:45am-11:00am	Session 5: Sponsor Presentation	Kerrie McLeod & Kellie White Well Done International Pty Ltd
11:00am-12:00pm	Session 6: Training Session - Influencing & Engaging your stakeholders	Judy Dixon Time2talk
12:00pm - 12:45pm	Lunch and Networking with your peers	
12:45pm - 2:00pm	Session 7: Customer Experience Journey Mapping This session will focus on Camden Council Customer Experience Journey And the initiatives implemented to realign the focus on the Customer Experience	Lee Wear NLGCSN Vice President Coordinator Customer Relations Camden City Council
2:00pm-2:30pm	Session 8: Polices/Procedure Workshop This workshop will review various policies and procedures as per feedback from the last meeting. End of the session you will have a template to take back to your Council	Allister Brockley Chairperson Riverina Chapter
2:00pm-2:30pm	Session 9: Interactive Workshop All Aboard- Working with Multi-Generational Workforce to get the best outcomes for your team and organisation	Facilitator: Lee Wear All Delegates
2:30pm-3:00pm	Session 10: Network Update - General Business - Wrap Up - Next Meeting Venue - Next Meeting topics	Allister Brockley Chairperson Riverina Chapter