



# How PMA is Improving Education & Training for your Staff

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# Who is PMA?

- Support for municipal administrators across the province
- Professional Development/Training
- Advocacy



# Today's Session

- New Towns and Local Service Districts Act legislation
- Phase One of Training Development project
- What this training initiative will give employees

# Executive Summary





# Recommendation #1

**Establish Online Self-Assessment and  
Training Planning Tool**



# Recommendation #2

**Structured Onboarding Program  
for New Administrators**





# Recommendation #3

**Implement a Blended Delivery Ecosystem to  
Reduce Barriers**





# Recommendation #4

**Embed Training Supports in a Province-Wide  
Learning Network**





# Recommendation #5

**Sequence Phase Two Using the Gap Analysis**





# Recommendation #6

**Establish a Sustainable Funding and  
Partnership Strategy**





# Recommendation #7

**Establish Governance, Evaluation,  
and Continuous Improvement Mechanisms**



# How We Arrived at the Recommendations

**Engagement and Needs Assessment - Design  
and Implementation**

# Needs Assessment Report

- Governance and legislation
- Financial stewardship & budgeting
- Procurement & contract processes
- Operations & administrative systems (minutes, records, office procedures)
- Communication & stakeholder relations
- Planning & capacity building
- Leadership & management (incl. interpersonal & organizational responsibilities)
- Digital literacy, technology, privacy & emerging tools

# Stakeholder Engagement Report

- Reduce the burden of travel and time away from the office
- Provide flexible options for one-person or small offices
- Support diverse learner backgrounds and comfort with technology
- Embed peer supports and mentorship to reduce isolation and accelerate learning
- Provide training that clearly aligns with real municipal tasks and compliance requirements

# Delivery Model

- A training needs/self-assessment entry point
- Scheduled in-person training aligned to existing PMA and partner events
- Instructor-guided online offerings for high-demand topics
- Self-paced modules for foundational learning and refreshers
- Training supports and a learning network to sustain progress between sessions



# Online Self-Assessment & Training Planning Tool

- Portal for self-assessment and learning;
- A brief, repeatable, user-friendly completion experience.
- Portal collects key profile data that aids in training offerings.
- Printable learning roadmap.
- Individual and municipality aggregate learning plans.
- Annual training cost estimates to support municipal budgeting.
- Regional aggregation to support regional training delivery.
- Tracking of training components.



# Structured Onboarding for New Administrators

- Core municipal governance and role clarity
- Meeting management, minutes, and records practices
- Foundational finance, budgeting, reconciliations, audit readiness
- Procurement thresholds and basic procurement processes
- Communications and relationship management
- Clear guidance on where to seek support



# Blended Delivery Ecosystem to Reduce Barriers

- Predictable in-person offerings aligned with existing PMA and, where appropriate, partner events
- Instructor-guided online courses scheduled regularly for high-demand needs
- Self-paced asynchronous modules for foundational learning and refreshers





# Embed Supports in a Province-Wide Network

- Live Supports
- AI-assisted support tools
- Building Communities of Practice
- Peer Exchange
- Reduce Professional Isolation

# What's Next?

## **Phase Two - Stage One**

→ QUICK WINS

## **Phase Two - Stage Two**

→ ENHANCEMENT AREAS

## **Phase Two - Stage Three**

→ MAJOR DEVELOPMENT AREAS



# What's Next?

**Phase Two - Request for Proposals**





# What Can My Council Do?





# Conclusion

**Thank you for joining us!**

**Get in touch!**

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