

Agenda

(subject to change)

Wednesday, September 18 "Elevate your Collections"
8:30 am to 4:30 pm

Keynote Speaker - Jeff Mowatt, Trusted Advisor Customer Service

Some people claim that strengthening trust with customers and stakeholders is a complex time consuming process. Jeff Mowatt disagrees. Jeff reveals easy-to-apply tips, tools and phrases that generate significant results including: strengthened customer satisfaction, reduced conflicts, and recharged team spirit.

You'll discover how to:

- *Enhance people's perception of you by 12% by using a two-word phrase more often (hint: it's not please or thank you)*
- *Exceed customers' top 7 expectations by choosing words more thoughtfully.*
- *Disarm cynics with your 'grand intention'*
- *Prevent miscommunications that lead to stress and work overload*
- *Boost communication skills both at work and in your personal life*
- *Recharge your spirit and brighten your interactions with others*

Whether you deal with external customers or internal co-workers, you'll discover valuable strategies that generate immediate results.

Tax Forfeiture – Gwendolyn Stewart-Palmer

Clean Energy Improvement Program- AB Munis

Find out the Process and Administration of this new program. Stephanie will also review the system requirements and what to watch out for.

Breakout Sessions (choose 1)

Session #1 – Commercial Credit Adjusters Ltd.

Commercial Credit Adjusters Ltd. (CCA) is a privately owned and operated Canadian corporation. CCA is a full-service accounts receivable management solution provider, focused on helping clients recover past due accounts before they become bad debt. The range of services CCA offers include: Third Party Debt Collections, Skip Tracing/Asset Location, Pre-collect Programs, Receivables Management Consultation, Education and Training Seminars, and Litigation.

Session #2 – TAXervice

Session #3 – OptionPay

Proudly Canadian owned and operated, OptionPay is a full suite merchant facing Consumer-Pay and Conventional-Pay Credit/Debit-card acceptance cloud-based virtual POS interface that provides you, the merchant, complete control over the transaction process. This session will provide an overview of OptionPay's features and benefits.

Bankruptcy, Foreclosure & Receivership - Andrew Skeith, RMRF

The unfortunate reality is that when an entity owes significant amounts of unpaid property taxes, there is a very high risk of insolvency, bankruptcy, or one of the related processes that will interfere with the municipalities' ability to collect those arrears. In this presentation we will discuss the differences between bankruptcy, restructuring, receivership, and foreclosure, and how those processes can impact municipalities' attempts to collect property taxes.

DRAFT

Thursday, September 19 "Learn, Share, Grow"

7:45 am to 4 pm

Ten Ways to Better Boundaries - Ruthann Weeks, Harmony in the Workplace

We all want to do good work in organizations that value and include us. Psychological health and safety is a standard of inclusion and belonging that not only supports the organization, but helps each worker grow into their potential. Sometimes we don't know how to ask for what we need to do our best work, or set healthy boundaries that can help us thrive. Join us to learn how to "Flip the Script in Conflict".

O & G Panel Discussion

We have staff from the Provincial Assessment/Taxation department, the Rural Municipalities Association and Greg Plester from Brownlee LLP here to discuss the ongoing issues arising from the decisions made by the Province, AER and the Courts in relation to oil & gas collections. What is the current climate? What solutions are being discussed? How are the decisions being made affecting your ability to collect? This session will provide the next steps and allow for an opportunity for you to share your thoughts and concerns.

Legislation Update

Municipal Affairs will provide an update on assessment and tax related matters, including the upcoming Community Organization Property Tax Exemption Regulation and the Assessment Model Review.

Breakout Sessions

Economic Update – ATB Financial
Financial User Groups
How to Elevate the Profession

Thursday, 6 pm

**Dinner – Wine donated by
Entertainment – Dustin Searcy, Comedian**

"Hailing from Winnipeg but now making his home in Vancouver, Dustin Searcy is a force to be reckoned with. With a razor-sharp wit and an infectious sense of humour, Dustin has quickly become a household name in the world of Canadian stand-up comedy. His unique blend of observational humour, clever wordplay, and relatable family stories has audiences rolling in the aisles. Dustin has earned his stripes in the comedy circuit with an impressive array of accomplishments,

including memorable performances at the renowned Just For Laughs Vancouver festival and the OMNITV sitcom Our Big Punjabi Family, as well as producing his own live stand-up show ChitChat Comedy. Known for his unapologetic, side-splitting comedy, Dustin has a knack for turning everyday situations into uproarious comedic gold."

Friday, September 20 "Working Together"
8 am to noon

AGM Breakfast

Our Annual General Meeting will be held this morning to review the past year, preview the plans for the future and elections for available Board positions

AMTPA Networking Session

Rural and Urban breakout groups to discuss current issues and where AMTPA can support you. What do you want AMTPA to focus on – training/education, advocacy, mentorship? We want to hear from you!

Legal Q&A

Greg Plester from Brownlee LLP will be leading this session with answers to your questions! With more than 85 years of institutional knowledge, Brownlee LLP has a strong history of providing exceptional counsel to Alberta municipalities, including the area of property taxation and assessment. Through providing strategic and timely advice, our legal team helps local governments of all sizes to grow and thrive.