

ASSET MANAGEMENT & PSYCHOLOGICAL SAFETY

*Creating the best
conditions for success!*



My life as an
ASSET MANAGEMENT
advocate



WHAT THE PUBLIC THINKS YOU ARE ELECTED TO DO

- Hold the line on taxes
- Keep the staff from wasting time and spending frivolously
- Act as the complaint department
- Reactively grant wishes



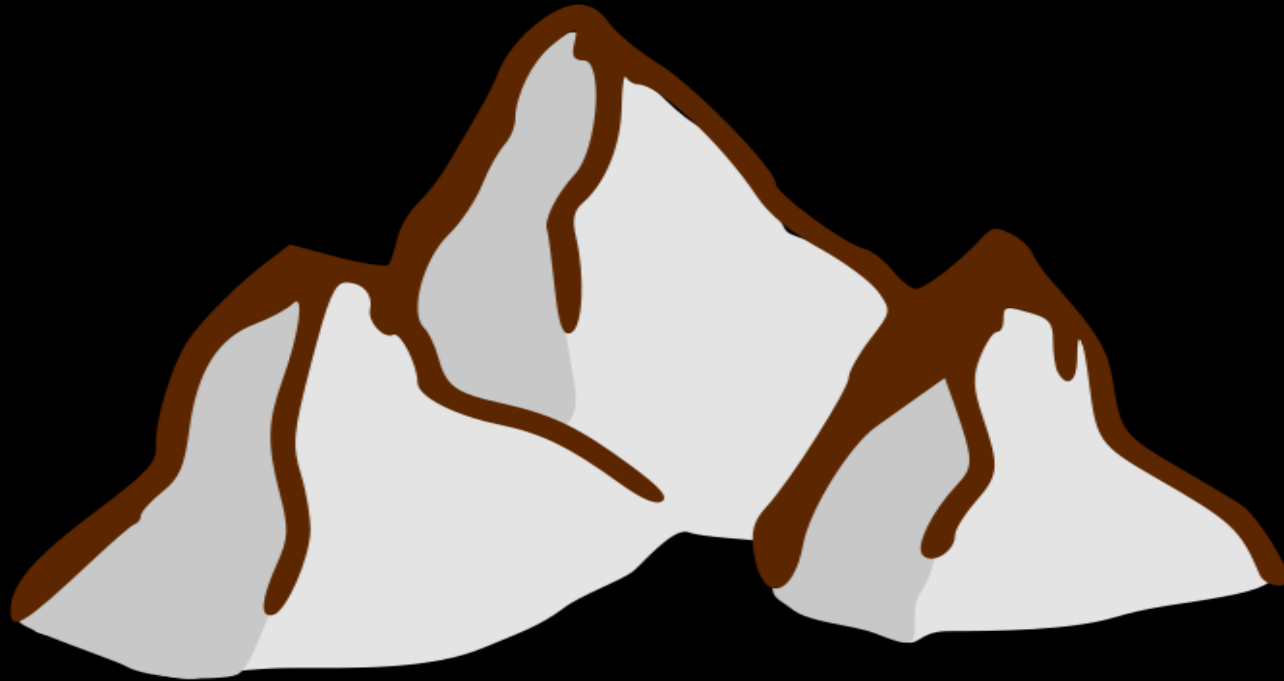
WHAT THE PUBLIC THINKS YOU ARE ELECTED TO DO

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- Act as the complaint department
- Reactively grant wishes

WHAT YOU ARE REALLY ELECTED TO DO

- To think strategically and plan wisely for the future prosperity of the community
- To minimize risk in the future by making proactive decisions rather than reactive ones
- To represent the public on the services and service levels they want now and into the future at a cost they are willing and able to pay
- To work with the staff as a team...to have each other's backs

When there are more wishes and complaints than resources, you need leaders.



Wishes and Complaints



Resources

"If you accept the call to leadership, you must be willing to be misunderstood, criticized, opposed, accused, and even rejected."

ASSET MANAGEMENT?

(just another thing
to think about)



Local government
provides safe,
sustainable, secure
services in a
predictable, cost-
effective manner...

THEREFORE
you must tend to your
assets.....

AM is a structured and strategic
approach to managing your assets
in alignment with community
expectations.



arts and cultural programming,
economic development,
community events,
animal services, beautification,

playgrounds, parks and sports fields, active transportation networks,
public inquiries, grand-in-aid, recreation facilities and programs, mtg of
public spaces, transit, bylaw enforcement, business licensing, signage,
communication,

water supply and wastewater mtg,
road maintenance, emergency mtg
(fire, flood, public safety, police), land
use planning, IT infrastructure, solid
waste mtg, storm drain mtg, legislative
services and reporting requirements,
cemeteries, building inspection,

THE HAMLET OF ENTERPRISE PROVIDES A BROAD RANGE OF SERVICES THAT ARE ESSENTIAL TO OUR HEALTH, SAFETY AND WELLBEING AS A COMMUNITY.

- **Utilities** – water & sewer services, facilitate the delivery of power and broadband services
- **Emergency Services** – fire prevention, protection and suppression, reception center, victim support services, emergency management planning
- **Transportation** – roads, snow removal, crack sealing, culverts, drainage, access, and egress
- **Waste Management** – garbage pickup, bulky waste, landfill
- **Cemetery**
- **Land Use Planning** – zoning, planning and development permits
- **Administration Services** – financial management, governance support, policies, and procedures
- **Asset Planning and Maintenance of Facilities**

IN ADDITION. THE HAMLET OF ENTERPRISE PROVIDES A VARIETY OF SERVICES THAT ENHANCE THE QUALITY OF LIFE FOR OUR RESIDENTS.

- **Recreation** – fitness centre, recreation programming, trails, playgrounds, parks, and outdoor playfields,
- **Maintenance** – public spaces, grass mowing, beautification
- **Peace Officer** – bylaw education and enactment
- **Community Services** – wellness services, community garden, community events, volunteer recognition
- **Administration Services** – IT, clerical support
- **Transportation** – bus services, handy van
- **Liaison** – community organizations, other agencies and GNWT (education, health, etc.)
- **Communication** – Facebook, website, notices
- **AND SO MUCH MORE**

Our Crews Maintain:

Parks & Recreation:

- Ball Diamond
- Outdoor Skating Rink
- Robin Road Park
- Recreation Center Park
- Picnic Tables
- Garbage Cans
- Outhouses
- Green Space
- Trails/Public Space
- Irrigation System

Fleet & Equipment:

- 2 Public Works Trucks
- Fire Truck
- Handy Van
- School Bus
- Fire Van
- Administration Vehicle
- Water Truck
- Skidoo And Sled
- Snow Blower
- Garbage Truck
- Dump Truck
- Loader
- Grader
- Dozer
- Back Hoe
- Mover
- Quad And Trailer
- Rughcut Mover
- Back Up Generator 3
- Tools And Equipment
- 3 Trailers
- Wildfire Sprinkler System
- CCTV Security System
- AED

Building/Structures:

- Fire Hall
- Signage
- Camp Shack
- Fitness Centre
- Kitchen Shack
- Community Recreation Hall
- Hamlet Office
- Staff House
- Red House
- Pw Yards – 6 Bays, Cold Storage, and Sea Cans
- Jamboree Stage
- 2 Canteen Shacks
- Community Garden

Transportation:

- Approximately 10 km of Roads (3.5 km paved)
- 3.2 km of Trails
- 5-6 Parking Lots
- Culverts and Catch Basins
- 3 Bridges

Water/Sewer:

- Liquid Waste & Sewage Lagoon
- Tanks

Asset Management starts with...

What services do we provide and WHY?

What level of service do we provide?

What does it cost to provide this level of service?

Is this service level:

Sustainable?

Fully funded?

Needed, desired?

The Benefits of Asset Management are for Everyone

COUNCIL

- Improves decision-making and resource allocation
- Provides better service to the community (maximizes asset value)
- Enables better communication with public (education and awareness)
- Provides more transparency and accountability
- Helps manage risk, avoid crisis, reduce volatility

COMMUNITY

- Improves understanding of challenges, choices, and shared responsibility
- Better appreciation of cost and value of local services
- Builds trust and confidence in the organization
- Gives a sense of stability, security, and continuity

AM IS

Logical
Rational
Strategic

WE 
METRICS

Sooooooooo
what is the
problem?

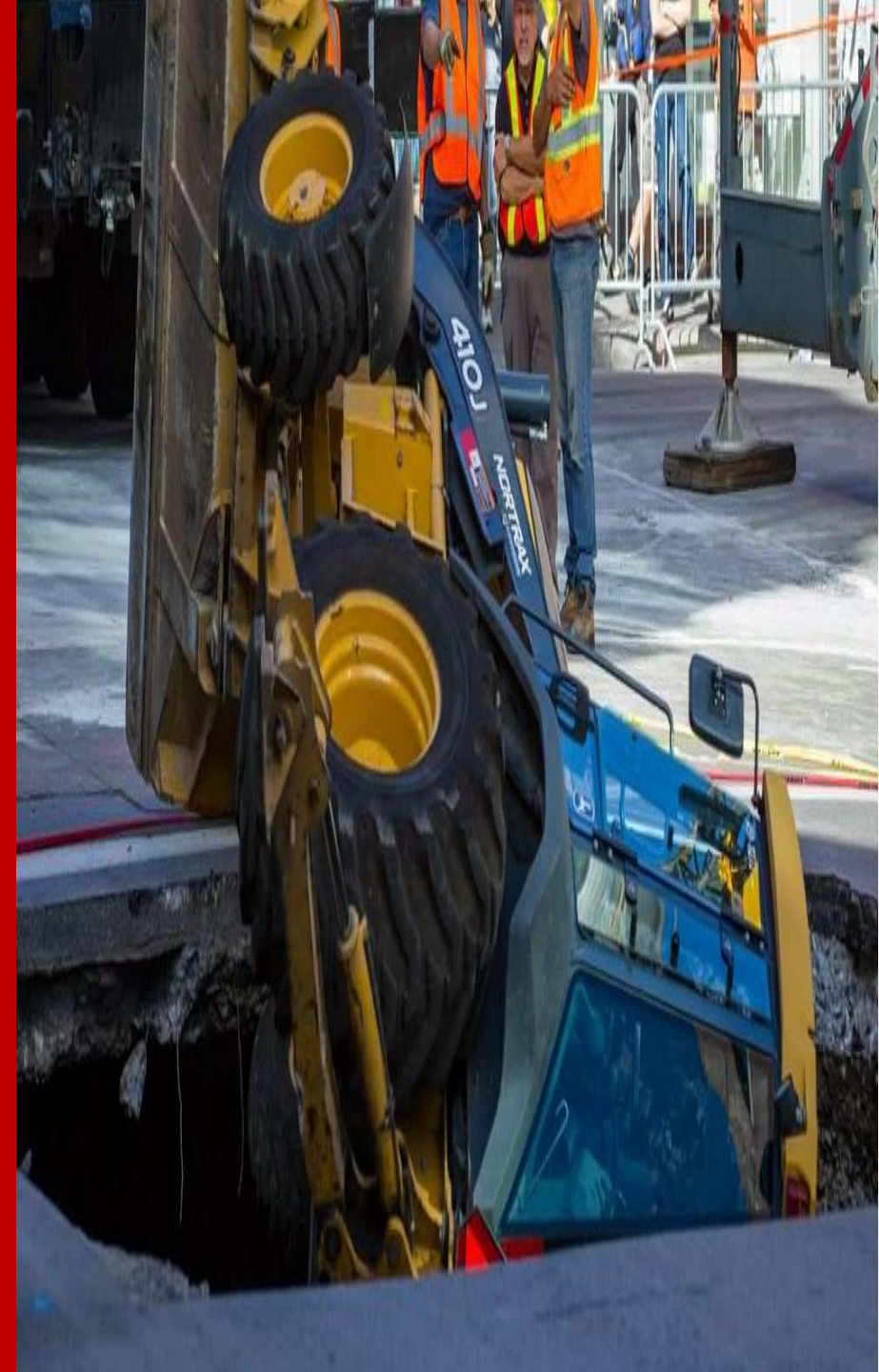
How did this
happen?



What could possibly get in the way of evidence-based decision making?

Why do we ignore the things we should not ignore?

Why do we not attend to the things we should attend to?



Thesis

Data doesn't
drive results,
culture does.





Everything is fine.
We are just a little overworked.



"Thinking about Thinking"

Higher Reasoning

Executive Function

Prefrontal Cortex

9 Functions of the Prefrontal Cortex

1. Empathy
2. Insight
3. Response Flexibility
4. Emotion Regulation
5. Body Regulation
6. Morality
7. Intuition
8. Attuned Communication
9. Fear Modulation

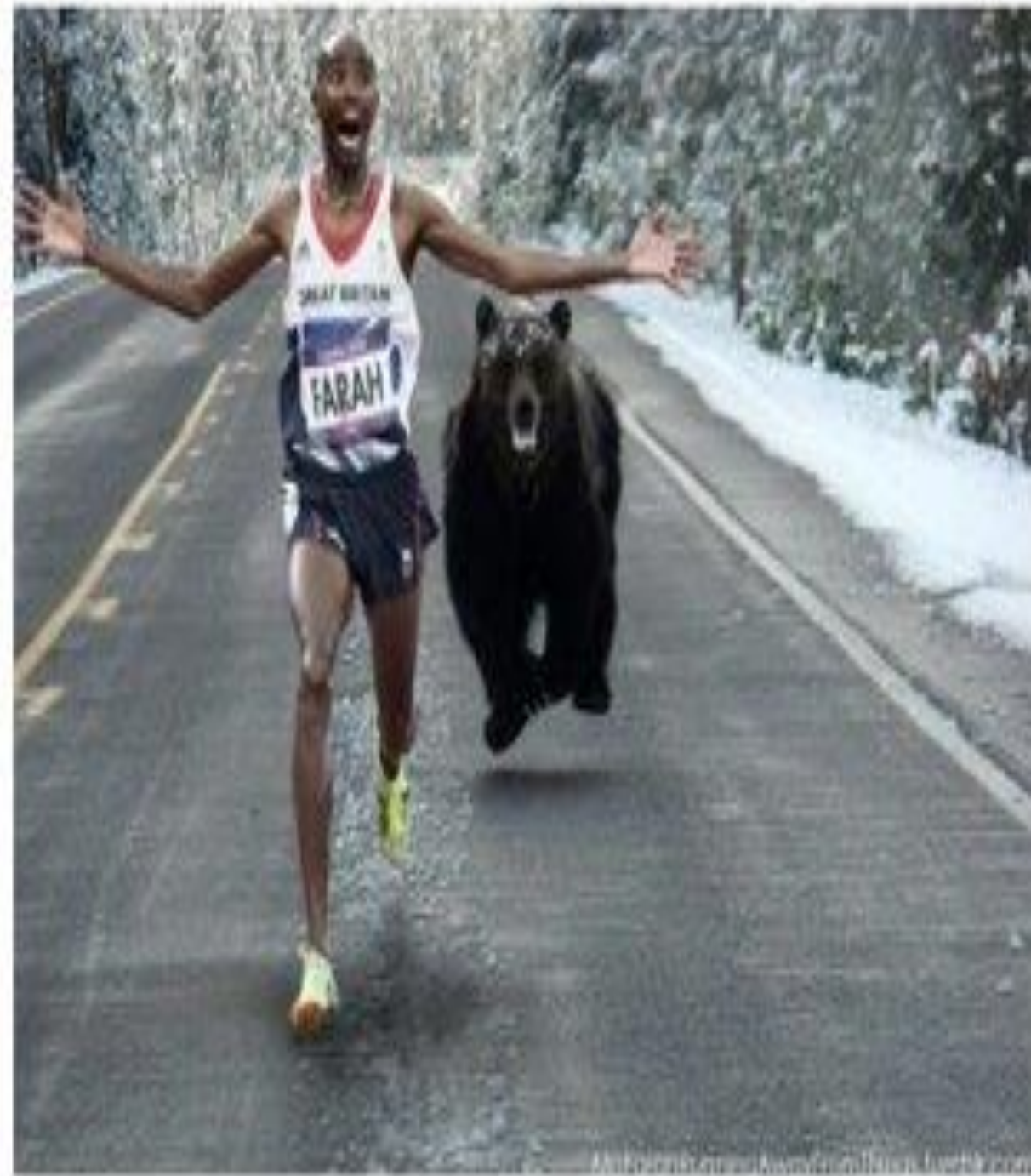


Limbic Brain

1. Fight, flight, freeze stress response
2. Thinks, "Am I safe? Do people want me?"
3. Emotions live here

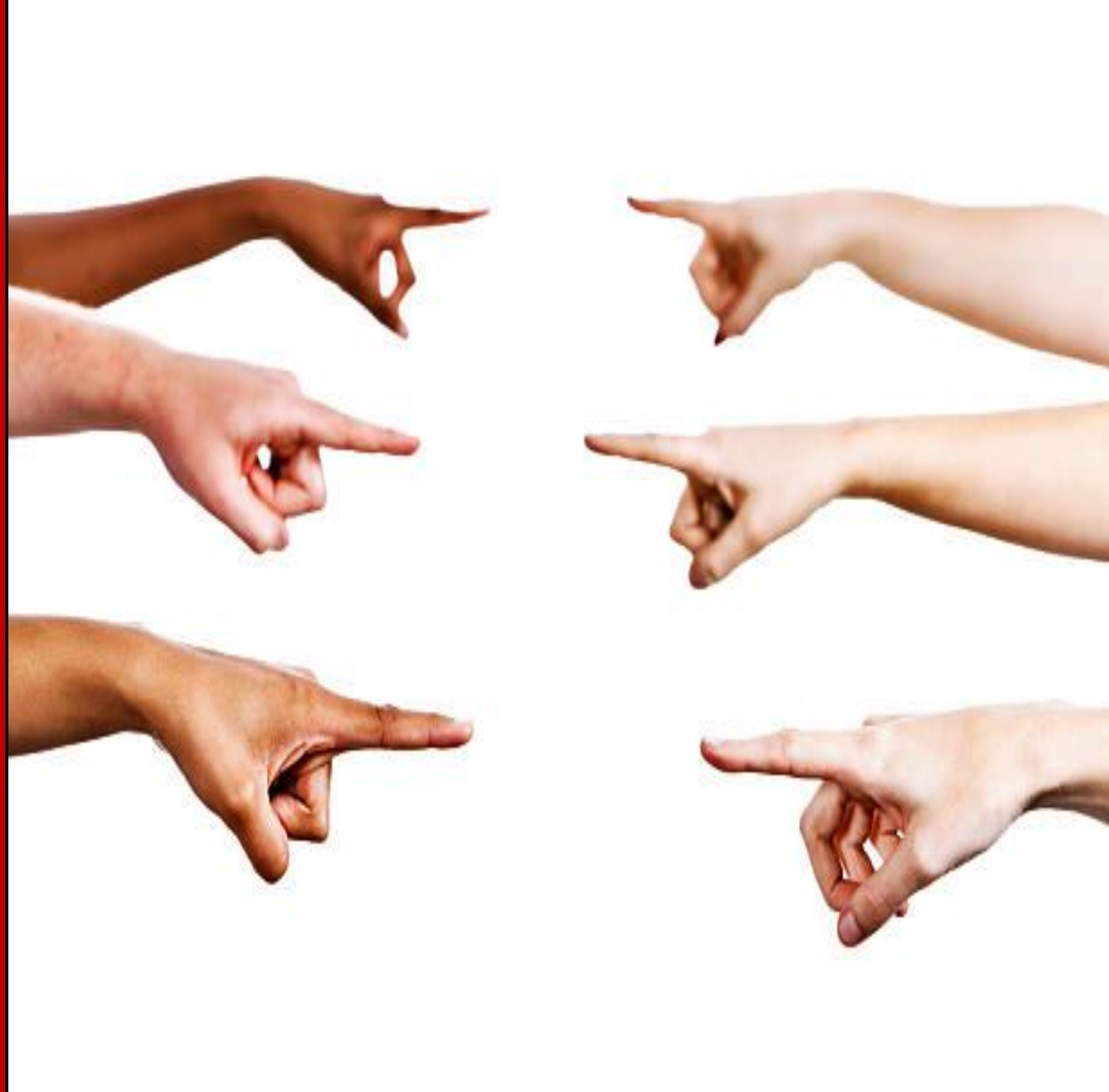
LIMBIC OVERLOAD

SYMPTOMS OF AN UNHEALTHY
CONDITIONS.



CULTURE:

- SHAME
- BLAME
- FINGER POINTING
'OTHERING'



Overwhelm



STRESS



FEAR OF BEING
WRONG



GOTCHA



LACK OF TRUST



IT IS UNSAFE TO
TELL THE TRUTH



COGNITIVE DISSONANCE

COGNITIVE DISSONANCE



IGNORING THE OBVIOUS



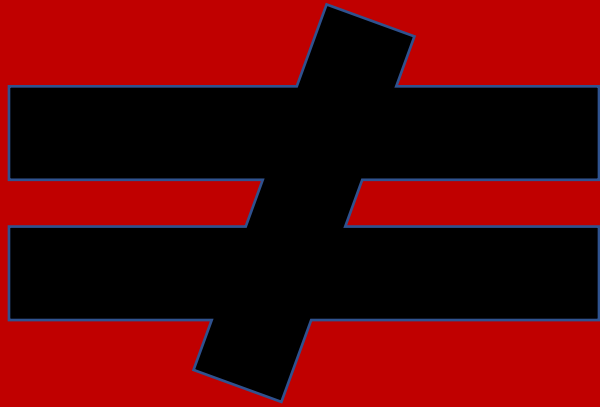
HIDE BEHIND POLICY



FEAR OF OTHERS



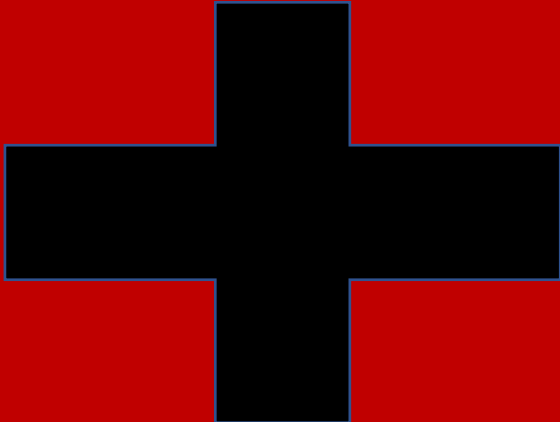
RIGHT INFORMATION



GOOD DECISIONS



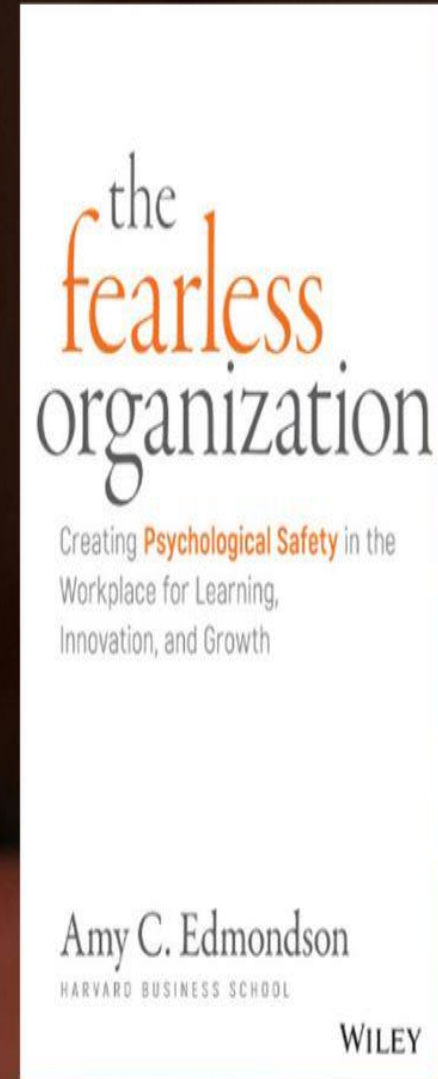
RIGHT INFORMATION



RIGHT CONDITIONS



“Psychological safety as a shared belief that the environment is conducive to interpersonal risks. People can be honest, ask for help, admit mistakes, and challenge assumptions in the presence of others.”



What are the Right Conditions?

Healthy conflict is welcomed, and the group can hold the tension of discomfort.

Clear, candid, and curious dialogue takes place, and the right things are talked about.

Conversations and debate take place in an atmosphere of relaxed alertness and open awareness.



What are the Right Conditions

Relational currency is prioritized, and others are humanized and not demonized.

Empathy and vulnerability lead to intelligent risk.

Fearless advice is given, and the collective intelligence thrives.



What are the Right Conditions

There is the ability to manage complexity and full ownership of decisions are taken and communicated with courage.

The group is optimistic and has the capacity to imagine the future.



ASSET MANAGEMENT CULTURE:

- *Accept and expect a lack of closure
- *Challenge past assumptions and sacred
COWS
- *Listen to understand
- *Treasure curiosity over certainty
- *Pay attention to your internal landscape
- *Be willing to say what matters
- *INFORMATION not definition

ASSET
MANAGEMENT
CULTURE
IS ABOUT
ORGANIZATIONAL
ALIGNMENT



ASSET
MANAGEMENT
CULTURE:

A COMMON
UNDERSTANDING



**AN ASSET
MANAGEMENT
CULTURE:**

**NOT MORE
INFORMATION,
MORE INTEGRATION**

I exercised once, but found I was allergic to it. My skin flushed and my heart raced. I got sweaty and short of breath. Very dangerous.



AN ASSET MANAGEMENT CULTURE:

COURAGEOUS TRUTH TELLERS

We own infrastructure that provides services to support a great quality of life, protect the health and safety of our residents, and promote social, economic, and environmental well-being of our community. As your elected council, our role is to responsibly plan for the future. We will not put future generations at risk and compromise the ability of future generations to enjoy the same great quality of life by making short term decisions that could have a negative impact down the road.

AN ASSET
MANAGEMENT
CULTURE:
NEEDS CHAMPIONS

THE FIRST RULE OF

SUSTAINABLE SERVICE DELIVERY:

TALK ABOUT
SUSTAINABLE
SERVICE DELIVERY!

(LIKE, ALL THE TIME.

TALK, TALK, TALK, TALK

TALK, TALK, TALK.)

BUILDING AN ASSET
MANAGEMENT
CULTURE
IS ABOUT SEVENTH
GENERATIONAL
THINKING

A person is holding a large black sign with a white border. The sign contains the text:

DO SOMETHING
TODAY THAT
YOUR FUTURE
SELF WILL
THANK YOU
FOR

The person is wearing a blue shirt and jeans, and is standing on a balcony with a black metal railing. The background shows green trees and a brick building.

Be a Good Ancestor

(so you won't have to apologize to the future)

A person is holding a large black sign with a white border. The sign contains the text:

DO SOMETHING
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The person is wearing a blue shirt and jeans, and is standing on a balcony with a black metal railing. The background shows green trees and a brick building.

Collaborative Conversation

TEMPERATURE CHECK

Where is my Local Government at?

Collaborative Conversation

TEMPERATURE CHECK

What needs to change for our organization to make some positive progress?

Collaborative Conversation

CREATE THE VISION

What experiences do we want to intentionally create as part of our organizational culture?

Collaborative Conversation

CO-CREATE THE SOLUTIONS

What concrete action will I take back into
my community?

Collaborative Conversation

Based on today's session:

What did you learn?

What challenges do you face?

What support or resources do you need?

Thank you

What are you
going to do
with what
you know?



CHRISTINA BENTY

I know ya think its boring
But the numbers are soaring
The deficit ain't going away

You think your getting hosed
'cause you still drive on the
roads
You're gonna have to fix 'em
someday

**Take'n care of business
Everyday
Take'n care of business
Everyway
Take'n care of business
It's alright
Take'n care of business
It won't happen
overnight COME ON**

Can't just defer
And only do what you prefer
The sewer needs to handle the
flush

Your kids will be annoyed
If the water's null and void
They'll wonder why you didn't
rush

**Take'n care of business
Everyday
Take'n care of business
Everyway
Take'n care of business
It's alright
Take'n care of business
It won't happen
overnight COME ON**

Better start behaving
'cause the climate is changing
Don't bury your head in the
sand

If the water lines are breaking
If ya think that staff is faking
Better listen to this song again
and again...

**Take'n care of business
Everyday
Take'n care of business
Everyway
Take'n care of business
It's alright
Take'n care of business
It won't happen
overnight COME ON**