

Plan for the Day: Strategic Meeting of Council**C2017-1213
ATTACHMENT 1****Date: Monday, December 4th, 2017****Time: 9:00am- 5:30pm****Location: Ralph Klein Park, Blue Heron Room**

| TIME: | PRESENTER: | DESCRIPTION: |
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| 9:00am- 9:05am | Mayor Nenshi | <ul style="list-style-type: none"> Overview of the day (Public) Light Breakfast during morning presentations |
| 9:05am-9:15am | Jeff Fielding | <ul style="list-style-type: none"> Overview of the presentations/facilitation Journey on the Accountability Triangle |
| 9:15am-10:00am | Jamie Duncan (IPSOS REID) | <ul style="list-style-type: none"> Overview of the 2017 Citizen Satisfaction Survey Results as they relate to the Citizen Expectations and Council Directives |
| 9:00am-10:00am | Rob Virkutis | <ul style="list-style-type: none"> Presentation and Interactive Exercise on defining terminology |
| 10:00am- 10:15am | Rob Virkutis and Nicole Schaefer | <ul style="list-style-type: none"> Overview of the Facilitation Introduce the Facilitator Teams Review of Sample Directive Statements to instruct on how to develop Directives 3-5 per expectation area |
| 10:15am- 12:00pm | FACILITATED EXERCISE refreshments will be served throughout the day | |
| 12:00pm- 1:15pm | LUNCH BREAK | |
| 1:15pm- 5:15pm | FACILITATED EXERCISE (recess and breaks will occur throughout the session as required) refreshments will be served throughout the day | |
| 5:15pm- 5:25pm | Jeff Fielding/Stuart Dalgleish | <ul style="list-style-type: none"> Next Steps and Closing Remarks |
| 5:25pm- 5:30pm | Council | <ul style="list-style-type: none"> Rise and Report (Public) |