

CITY HALL

2026 CAMA EA Master Class Series 3

PROFESSIONAL LEARNING FOR EXECUTIVE ASSISTANTS IN LOCAL GOVERNMENT



Introduction

Following the overwhelming success of Series 1 and 2 of the Executive Assistant Master Classes, we are thrilled to introduce **Series 3 – a transformative next step** in your professional development journey as an Executive Assistant in local government.

While the first two series explored core topics such as communications, governance, political acumen, time management, and strategic excellence, **Series 3 turns the focus inward – on mastering the human side of leadership and professional resilience.** This new lineup explores how emotional intelligence, self-regulation, and cultural awareness empower Executive Assistants to lead with confidence, composure, and authenticity in a complex municipal environment.

Through four interactive webinars and one special bonus session, participants will learn how to integrate neuroscience and emotional intelligence for mind-body resilience; remain calm and in control under pressure; apply Indigenous protocols and engagement practices with authenticity; and draw wisdom from peers at every stage of the EA journey. The series concludes with an inspiring bonus session that challenges participants to **"Make the Leap to Remarkable."**

Each session features expert facilitation, real-world examples, and practical takeaways that can be applied immediately in your role. **Series 3 is designed as a stand-alone learning experience**—no prior participation in Series 1 or 2 is required. Whether you're new to the profession or continuing your learning journey, these sessions deliver fresh insights, inspiration, and skills you can put into action right away.



Continue Your Learning Journey: Access Series 1 & 2 Recordings

If you missed the first two Master Class Series, recordings of Series 1 and 2 are available for purchase at \$200 per series. Each series offers valuable insights and practical tools that you can explore at your own pace to strengthen your effectiveness and confidence as an Executive Assistant in local government.

Series 1:

- Communications Excellence
- Navigating Roles & Rules in Local Government
- Customer Service Excellence
- Navigating Political Acumen

Series 2:

- Maximizing Time Management: Unlocking Productivity Strategies for Executive Assistants in Local Government
- Influencing Team Dynamics: Advanced Collaboration and Leadership Techniques for Executive Assistants
- Strategic Excellence for EAs: Mastering Policies, Procedures, and Meeting Dynamics
- Empowering Executive Assistants: Navigating Challenges with Confidence

To purchase Series 1 and Series 2 recordings, please contact the CAMEA National Office at info@cameacanada.ca

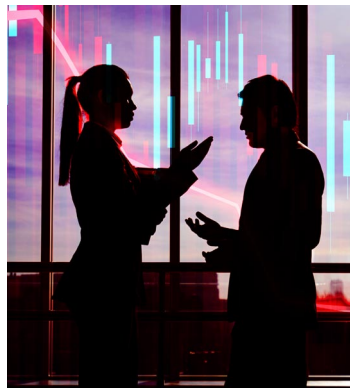
Join us for CAMEA's EA Master Class Series 3

Ready to expand your expertise and take your leadership skills to the next level? CAMEA's EA Master Class Series 3 is the perfect opportunity! This engaging webinar series includes four dynamic sessions covering key topics essential to the role of Executive Assistants, plus a special bonus Master Class.

Series Highlights:



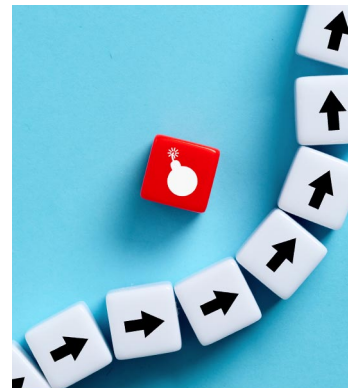
**MIND-BODY RESILIENCE:
INTEGRATING
NEUROSCIENCE WITH
EMOTIONAL INTELLIGENCE**



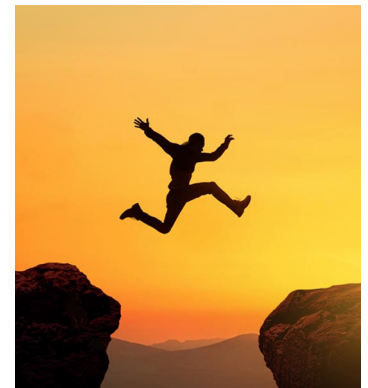
**STAYING CALM UNDER
PRESSURE: BUILDING
MENTAL RESILIENCE &
MASTERING VERBAL DE-
ESCALATION**



**BEYOND
ACKNOWLEDGEMENT:
APPLYING INDIGENOUS
PROTOCOLS WITH
CONFIDENCE IN LOCAL
GOVERNMENT**



**LESSONS FROM THE
JOURNEY: EA WISDOM AT
EVERY STAGE**



**BONUS SESSION
HOW TO MAKE THE LEAP
TO REMARKABLE**

About the Webinar Series

CAMEA's *EA Master Class Series* is a dynamic, webinar-based professional development program tailored specifically for **Executive Assistants and Administrative Professionals** working in local government.

Whether you support a CAO, Deputy CAO, Mayor and Council, or members of the senior leadership team, these sessions are designed to equip you with the tools, knowledge, and confidence to thrive in your role.

Each session is led by experienced facilitators and thought leaders in municipal administration and executive support. The program focuses on the real-world skills needed to succeed in today's complex municipal environment.

What You'll Experience:

- **Interactive Learning:** Live, 60-120 minute webinars that go beyond theory with real examples, case studies, and engaging discussion.
- **Pre-Session Materials:** Advance reading or reflection tools to help you get the most out of each session.
- **Practical Takeaways:** Each session includes downloadable tools, templates, and strategies that can be applied immediately in your day-to-day work.
- **Peer Engagement:** Opportunities to connect with other EAs and administrative professionals from across the country to share experiences and best practices.
- **Certificate of Completion:** Participants who attend all four sessions in a given series will receive a certificate recognizing their professional learning achievement. The bonus webinar is optional and does not have to be attended to receive your certificate.
- **Session Recordings:** All registrants will receive access to the session recordings—perfect if you can't attend live or want to review the content again.

***Each webinar covers a different topic, so attendance at all sessions is encouraged but not required.**

Date & Times

Date	Time	Topic
Wednesday, February 25, 2026	1:00 p.m. to 3:00 p.m. EST	Mind-Body Resilience: Integrating Neuroscience with Emotional Intelligence
Wednesday, April 1, 2026	1:00 p.m. to 2:30 p.m. EST	Staying Calm Under Pressure: Building Mental Resilience and Mastering Verbal De-escalation
Wednesday, June 10, 2026	1:00 p.m. to 2:30 p.m. EST	Beyond Acknowledgement: Applying Indigenous Protocols with Confidence in Local Government
Thursday, September 10, 2026	1:00 p.m. to 2:30 p.m. EST	Lessons from the Journey: EA Wisdom at Every Stage
Wednesday, November 18, 2026	1:00 p.m. to 2:00 p.m. EST	Make the Leap to Remarkable

Registration Fees

The cost for each webinar is detailed below for both members and non-members. You can choose to register for individual sessions or the entire series of four webinars. Additionally, the bonus Master Class can be purchased separately or at a discounted rate when bundled with the full series. Recordings of each session will be available to all registrants, so you can access them if you are unable to attend live.

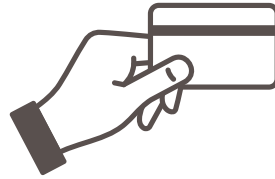
Please note that we are currently in a transition year between CAMA and CAMEA (our new Chapter Association – Canadian Association of Municipal Executive Assistants). For Series 3 only, member eligibility follows current CAMA-based criteria (i.e. your municipality has a CAMA member). Future programs under CAMEA will use CAMEA membership for member rates.

Registration Category	Description of Registration Category	Price (+15% HST)
CAMA Member Pricing	If your municipality has a CAMA member (regular or affiliate) you will be eligible for the CAMA member rate. <i>To qualify for the member rate, you must enter the name of the CAMA member from your municipality when registering.</i>	• One Webinar: \$149.00 • Four Webinars: \$499.00 • Bonus Webinar: • \$100.00 if bundled with four webinars • \$149.00 if purchased separately
Non-Member Pricing	If your municipality does not have a CAMA member, you will register under the non-member rate. If your CAO or one of the direct reports to the CAO would like to become a member please visit the CAMA website.	• One Webinar: \$199.00 • Four Webinars: \$699.00 • Bonus Webinar: • \$149.00 if bundled with four webinars • \$199.00 if purchased separately

Important Registration Information



The webinars will be held on the Zoom Webinar or Regular Zoom platform.



Payment must be made by credit card at the time of registration. Alternatively, you may send an e-transfer or cheque to the CAMA National Office, which must be received prior to the webinar.



No refunds will be permitted; however substitutions can be made, and recordings are available for each session if you cannot attend.

[Click here to register](#)



Detailed Program

Master Class Date

EA Master Class #1:

Wednesday, February 25, 2026

1:00 p.m. EST to 3:00 p.m. EST

Speaker: Daena Douglas



Description

Mind-Body Resilience: Integrating Neuroscience with Emotional Intelligence

Transform your understanding of resilience by exploring the profound connection between your nervous system and emotional health. This intensive masterclass combines cutting-edge neuroscience with practical wisdom to help you deepen self-awareness, navigate stress more effectively, strengthen emotional regulation, and build capacity to thrive in challenging environments. **This session will consist of 90 minutes of experiential learning and a 30 minute facilitated question and discussion period.**

Key Take Aways:

- Your nervous system and emotions are deeply interconnected. Understanding this mind-body connection is fundamental to building resilience and doesn't happen by chance.
- Self-awareness is the foundation of authentic emotional regulation. Recognizing your internal patterns and responses gives you power to shift how you react to stress.
- Distress is manageable when you understand the science behind it. Neuroscience reveals why your body responds the way it does, making stress less mysterious and more controllable.
- True resilience comes from presence, not perfectionism or people-pleasing. Your power lies in being grounded in the present moment and authentic to yourself, rather than constantly striving to meet external standards or others' expectations.

About the Speaker:

Daena Douglas Cadence Wellness Consulting

Daena combines over a decade of workplace wellness expertise with cutting-edge neuroscience to help professionals master emotional intelligence. She works with public and private sector clients to translate research on nervous system regulation into actionable tools that transform resilience at work and in life. Her approach goes beyond surface-level solutions, integrating psychology, mindfulness, and somatic practices to create profound shifts in how people experience stress, emotions, and challenges – ultimately bridging the art and science of the mind-body connection for outstanding performance, leadership, and wellbeing.



Master Class Date	Description
Master Class #2: Wednesday, April 1, 2026 1:00 p.m. to 2:30 p.m. EST Speaker: Christopher O'Brien 	Staying Calm Under Pressure: Building Mental Resilience and Mastering Verbal De-escalation Executive Assistants are often on the front lines of public service—fielding calls, greeting visitors, and managing interactions that can range from stressful to confrontational. This 90-minute session, delivered by Ridgeback Security, combines highlights from their most sought-after training programs: <i>Mental Resilience and Harm Reduction & Verbal De-escalation</i>. Participants will gain practical, actionable tools to strengthen composure, confidence, and communication when facing difficult situations. Through real-world examples and interactive discussion, you'll learn how to recognize stress responses in yourself and others, use "The Big 4+" strategies to stay grounded and apply proven de-escalation tactics to diffuse tension before it escalates. Topics include: • Recognizing stress and performance patterns. • Tactical breathing, self-talk, and visualization techniques. • Goal-setting and recovery after adverse events. • Verbal de-escalation principles and communication tactics. • Understanding the human stress response (Run-Hide-Fight model). • Practical steps for incident recording, reporting, and lockdown procedures. Attendees will leave with a clearer understanding of how to remain calm and professional under pressure—protecting themselves, their colleagues, and the public they serve. A one-page "cheat sheet" of tips and tactics will be sent to participants following the session. About the Speaker: Christopher O'Brien Principal-President Ridgeback Security Inc. Born in Halifax and raised across Canada and Europe in a military family, Chris O'Brien has built a career rooted in leadership, service, and resilience. A 17-year Military Police Reservist with the Canadian Armed Forces, he served in Afghanistan in 2010 and has since instructed and contributed to the development of national training programs. After earning a degree in accounting from Saint Mary's University, Chris transitioned to the private sector, founding Ridgeback Security in 2021. His expertise spans executive protection, physical security audits, and de-escalation training. Chris continues to serve in the military while leading Ridgeback's work with government, municipal, and private sector clients to enhance safety, security, and organizational preparedness. 

Master Class Date

Master Class #3:

Wednesday, June 10, 2026

1:00 p.m. to 2:30 p.m. EST

Speaker: Marc Forgette



Description

Beyond Acknowledgement: Applying Indigenous Protocols with Confidence in Local Government

Executive Assistants play a vital role in fostering respectful and inclusive municipal practices, especially when supporting Indigenous engagement. As key coordinators and often the first point of contact, EAs help ensure that acts of reconciliation are carried out with authenticity, not just symbolism.

This interactive session will equip participants with the knowledge, confidence, and cultural awareness to support meaningful relationships between municipalities and Indigenous communities. We'll explore foundational principles of Indigenous engagement, what distinguishes symbolic versus authentic actions, and how small details—from the tone of a letter to the setup of a meeting—can demonstrate genuine respect.

Through practical, step-by-step examples, participants will learn how to prepare for meetings and events involving Indigenous participation, including inviting Elders and Knowledge Keepers, handling honoraria and ceremonial needs, planning flag protocols, and designing agendas and correspondence with cultural awareness and sincerity. Real-world scenarios will build confidence in navigating sensitive or uncertain moments—such as delivering a territorial acknowledgement on short notice, receiving a sacred gift, or accommodating an Elder's schedule—with professionalism and care.

The session will close with reflection, practical tools for continued learning, and a Q&A circle, offering space for participants to ask questions, share experiences, and connect lessons to their municipal contexts.

Master Class Date

Master Class #3:

Wednesday, June 10, 2026

1:00 p.m. to 2:30 p.m. EST

Speaker: Marc Forgette



Description

Key Takeaways

- Develop the cultural awareness and confidence to support meaningful Indigenous engagement.
- Apply practical steps for planning respectful meetings, events, and communications.
- Navigate culturally sensitive moments with professionalism, humility, and care.
- Access tools and checklists to continue learning beyond the session.
- Strengthen your role as a trusted administrative partner in advancing reconciliation.

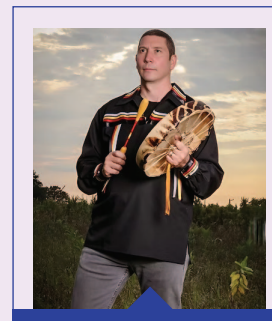
About the Speaker:

Marc Forgette Owner Makatew Workshops

Marc Forgette is a proud French Algonquin member of the Apitipi Anicinapek Nation (formerly the Wahgoshig First Nation) hailing from Northeastern Ontario in Canada.

In 2019, Marc embarked on a journey of cultural rediscovery and founded Makatew Workshops. The name "Makatew" honors his 4th-great-grandfather and means "black" in his ancestral language—before English settlers assigned the family an English surname.

Marc Forgette has turned his personal journey of reclaiming heritage into a vibrant cultural platform. Through Makatew Workshops, he's creating safe, respectful spaces where people—Indigenous and non-Indigenous alike—can connect, craft, learn, and engage deeply with Indigenous culture and reconciliation.



Master Class Date

Description

Master Class #4:

Thursday, September 10, 2026

1:00 p.m. to 2:30 p.m. EST

Panellists: Darlene Barber

Victoria Bowering

Adrienne Tait



Lessons from the Journey: EA Wisdom at Every Stage

Every Executive Assistant brings a unique perspective shaped by career stage, life experiences, and the challenges of supporting municipal leadership. In this engaging panel, you'll hear from three EAs at different points in their journeys—one with decades of experience and deep institutional knowledge, another balancing career growth with family responsibilities, and a third navigating the fresh opportunities and challenges of entering the profession.

Together, they'll share candid insights on sustaining a long-term career, balancing work and life, building influence and credibility, adapting to change, and finding purpose in the role. Whether you're new to the profession or a seasoned EA, you'll walk away with practical advice, inspiring stories, and a renewed sense of connection to the vital work of supporting municipal leadership.

Key Takeaways

- **Perspective at Every Stage:** Learn how the EA role evolves across different career stages—from building foundations and confidence to mentoring others and leaving a legacy.
- **Balancing Act:** Discover real-world strategies for managing competing demands of work, family, and personal growth without losing sight of what matters most.
- **Building Influence and Credibility:** Explore how EAs can earn trust, lead from behind, and become indispensable partners to their municipal leaders.
- **Adapting Through Change:** Hear stories of resilience and agility from EAs who have navigated organizational shifts, leadership transitions, and emerging technologies.
- **Sustaining a Meaningful Career:** Gain inspiration on finding long-term fulfillment, staying motivated, and protecting your well-being in a demanding profession.
- **Peer Connection and Support:** Leave with a sense of community and shared purpose—knowing that wherever you are in your journey, you're part of a network that understands and values your work.

Master Class Date

Description

Master Class #4:

Thursday, September 10, 2026

1:00 p.m. to 2:30 p.m. EST

Panellists: Darlene Barber

Victoria Bowering

Adrienne Tait



Meet the Panellists:

Darlene Barber

**Senior Executive Assistant to City Manager
Office of the City Manager, City of Toronto, ON**

Darlene Barber brings a wealth of experience and insight to the role of Executive Assistant, with a career rooted in municipal government leadership.

Currently serving as the Senior Executive Assistant to the City Manager of Toronto since 2019, Darlene previously held the same role in Hamilton for nearly a decade. Her work has placed her at the heart of executive decision-making, where she has consistently delivered high-level administrative support with discretion, precision and strategic foresight.

Throughout her career, Darlene has built strong relationships across all levels of government, external stakeholders and the public, and is known for her ability to navigate complex environments with professionalism and poise. Her earlier roles in Hamilton spanned several departments—including Planning & Economic Development, Finance & Corporate Services, Corporate Secretariat, Transit, and Transportation, Operations and Environment—where she developed a deep understanding of municipal operations and honed her ability to manage demanding workloads under tight deadlines.

Darlene's experience reflects not only longevity in the field but a dynamic adaptability and commitment to excellence. Her perspective offers valuable lessons on resilience, collaboration, and the evolving role of executive support in public service.



Victoria Bowering

**Executive Assistant to the Executive Offices
Capital Regional District, Victoria, BC**

Victoria has worked in Administration for local government in BC for the past nine years and currently holds the position of Executive Assistant to the Executive Offices for the Capital Regional District. Following a brief position with Island Health, Victoria began her career with City of Nanaimo in 2016 and has served as an Administrative Assistant to Mayor and Council, Administrative Assistant to the City Manager/CAO, and Executive Assistant to the CAO before taking on a new position of Executive Assistant to the Executive Offices. In this role, Victoria collaborates with various departments to provide support to the CAO, General Manager of Corporate Services, Manager of Executive Operations, and the Executive Leadership Team.

Throughout her time in local government, Victoria has completed a number of training and development opportunities such as Developing Personal Resilience through Royal Roads University, Introduction to Emergency Management through the Justice Institute of BC, and completed the Local Government Administration Program through Capilano University. Victoria is dedicated to expanding her knowledge on local government, collaborating with co-workers and counterparts, and providing exemplary service to the community in which she works.



Master Class Date	Description
Master Class #4: Thursday, September 10, 2026 1:00 p.m. to 2:30 p.m. EST Panellists: Darlene Barber Victoria Bowering Adrienne Tait 	Adrienne Tait Executive Coordinator to CAO and Council Town of Edson, Alberta Adrienne is a dedicated municipal professional whose career is rooted in public service, administration, and communications. As Executive Coordinator to the Chief Administrative Officer, Mayor, and Council for the Town of Edson, Adrienne plays a pivotal role in supporting strategic leadership and ensuring effective governance. Her responsibilities span confidential administrative support, coordination of public appearances and meetings, oversight of municipal agreements and records management, and has served as Returning Officer, overseeing the Town's 2025 municipal election. Guided by a strong belief in lifelong learning and the value of diverse experiences, Adrienne brings a unique perspective shaped by her background in journalism and real estate—fields that have sharpened her communication skills, attention to detail, and understanding of community dynamics. Known for her determination, loyalty, and collaborative approach, she is committed to fostering transparency, efficiency, and positive engagement across all levels of municipal operations. 

Master Class Date	Description
Bonus Master Class Tuesday, November 18, 2026 1:00 p.m. to 2:00 p.m. EST Speaker: Rhonda Scharf 	Make the Leap to Remarkable I get it, you're good at what you do – but are you remarkable? Do you really stand out as “one of the best”? And if you've been doing your job for a while now, how do you know if you are that good anymore? Are you relying on your own self-taught skills to make you remarkable? Think about how much has changed in the last five years alone! The reality is that we learn on the job. We learn as the tasks get sent our way. There isn't a “manual” on what this job means anymore. Your role isn't what it used to be is it? It probably isn't what it was when you started – and it certainly won't look like this in 10 years either. Are you keeping up? Are you aware of the changing dynamics to do your job in this day and age? We often don't get a lot of opportunity to attend training, to keep our skills cutting edge, or even know how we compare in the marketplace. If you've been unfortunate enough to have to look for a job in our current economy, you probably realize that your skills are not enough sometimes. What is going to make you valuable to your current company, and what will make you stand out among a stack of resumes and interviews? Key Takeaways So to celebrate “you”, we are going to talk about the top 10 things you need to do to Make the Leap to Remarkable! • Self-assessment tool to see how you really rank as a professional in 2026 • 100+ secrets and tips to make you stand out at work • What NOT to do at work! (they've changed over the years, so don't assume you know them anymore) • The top 10 attributes required to be remarkable. How do you compare? • What skills are needed in 2026 and beyond? And what skills have become redundant? If you're new to being an admin professional, this could save you years of figuring out what to do. If you've been in this professional for quite a while – you need to attend! The rules, measurements and expectations have changed. Avoid mediocrity and Make the Leap to Remarkable!

Master Class Date	Description
Bonus Master Class Tuesday, November 18, 2026 1:00 p.m. to 2:00 p.m. EST Speaker: Rhonda Scharf 	About the Speaker Rhonda Scharf is a renowned, award-winning speaker, author, consultant, and trainer, and the “go-to” expert for the Administrative Professional and Executive Assistant community. With over 250,000 trained globally, Rhonda is known for delivering fun, uplifting, and insightful education for admins, because #ADMINSROCK! Her speaking career began at age two (when her mother paid her 25 cents to be quiet for five minutes!). Humorous, engaging, and thought-provoking, Rhonda has a unique gift for turning the ordinary into something extraordinary. Rhonda has earned the prestigious Certified Speaking Professional (CSP) designation, was inducted into the Speaking Hall of Fame (2017), and achieved her Global Speaking Fellow (GSF) designation in 2019. She is the only person in the world to hold all four of these honours, including the Spirit of CAPS Award (2008). A long-time member of “Who’s Who in Professional Speakers” since 1998, Rhonda also represents Canada at the World Administrators Alliance. Rhonda and her husband Warren split their time between Ottawa, Canada and Fort Myers, Florida, enjoying golf, running, and a glass of wine by the pool. A top-tier traveller, Rhonda is always ready to hop on a flight to inspire and empower professionals worldwide. Her mission is to bring her unique, fun, and relevant perspective on administration, communication, and workplace effectiveness to executive and administrative professionals everywhere. 

Your work supports leadership.
CAMEA
supports you.



info@cameacanada.ca
www.cameacanada.ca



Join CAMEA:

Your National Voice & Network for Executive Assistants and Administrative Professionals

Membership Opens January 7, 2026

For the 2026-2027 year (April 1 - March 31)

- Sign up in January - 3 Months FREE
- Register January 7 - 20 - Bonus Exclusive Invite to a special webinar*
- Membership is on an individual basis and not by organization/municipality.

*Special Webinar

The 2026 Roadmap for Admins with Rhonda Scharf, International Expert in Administrative Excellence

January 21, 2026 | 1:00 p.m. EST "Tools & strategies to thrive in an AI-driven, hybrid workplace in 2026."

Why Join CAMEA?

- National network of municipal admins
- Toolkits, resources & best practices
- EA Master Classes & Mentorship
- Event discounts
- A strong national voice

Membership Rates (2026-2027)

- \$250/Year if employed by a municipality with a CAMEA member.
- \$400/Year if employed by a municipality that is not a CAMEA member.