

Councillor development

Managing Challenging Behaviour

Date(s)	Time(s)	Venue(s)
Tuesday 27 September 2011	9.30 am to 4.30 pm	Monkton Room, Monkton Park Chippenham, SN15 1ER

Target audience: all Councillors

Booking deadline: Friday 2 September 2011

What is it about?

Recognising & Assessing Risk

Key strategies for assessing where conflict and disruption could escalate, particularly when discussing emotive or difficult situations. Looking at assessing risk in rapidly changing situations and making appropriate choices.

Understanding Aggression

Understanding of the causes of aggressive and challenging behaviour & identify early physical and emotional stages.

Defusing & Resolving Conflict

Identifying what works and does not work when communicating in volatile situations and the six key elements of defusing conflict and dealing with disruption. This incorporates a simple four stage resolution model.

Law Relating to Conflict

The legal and Code of Conduct context relating to conflict situations.

Personal Safety

Skills to safely disengage from a situation which might become heated and occasionally physical and minimise the risk of emotional and physical damage to both themselves and members of the public.

For course bookings contact Rita Sanders on 01225 718 375 or email
councillordevelopment@wiltshire.gov.uk

For more information on councillor development please see:
<http://thewire.wiltshire.council/index/councillors-area/councillor-development.htm>

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