

## Communicating differently

### **Please note this is not a public meeting but a development session for Wiltshire Councillors**

**Date(s)** Thursday 3 October 2013  
**Time(s):** from 9.30 am to 4.30 pm  
**Venue(s):** Powell Room - Council Offices, Shurnhold, Bath Road, Melksham, SN12 8DQ

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Thursday 3 October 2013	9.30am to 4.30pm	Powell Room, Shurnhold

**Target audience:** All councillors looking to develop a fresh approach to the way that they communicate,

### **Introduction / What is it about?**

#### **Aim**

This workshop aims to increase confidence and flexibility in dealing with people and improve effectiveness by introducing you to more advanced communication skills.

#### **Objectives**

By the end of this one-day workshop participants will be able to:

- understand the impact of voice, body language and behaviour on others
- develop trust and presence
- reduce defensiveness and remove limiting assumptions in people's thinking
- develop problem-solving strategies using creative thinking
- develop listening and questioning skills
- have strategies for managing emotions

**Cost to Town and Parish Council members wishing to attend:**

£80 per attendee, which includes refreshments and all course material  
Please note that payment would be required before attending the course.  
Confirmation of bookings would be sent as soon as possible.  
Applicants will be put on a waiting list as Wiltshire councillors will take priority on bookings.

**For course bookings contact Rita Sanders on 01225 718 375 or email  
[councillordevelopment@wiltshire.gov.uk](mailto:councillordevelopment@wiltshire.gov.uk)**

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