

## Chairmanship Skills

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

**Date(s)** Monday 20 September 2010  
**Time(s):** from 9.00 am to 4.30 pm  
**Venue(s):** Committee Rooms 1 a & b, Browfort, Devizes, SN10 2AT

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#### **Brief description**

A one day workshop with an opportunity for small groups work on many topics including Body Language, Dealing with Difficult People, Managing Debate and Discussion, Keeping Calm Under Pressure.

**Time:** 9.00 am to 4.30 pm

**Number of attendees:** 12

**This session may be of particular interest for:** new and existing Chairmen and Vice-Chairmen

**Trainer / Course provider:** Hilary Harrison, VIVA!

#### **Programme**

Please see supporting documents.

#### **Please note**

1. Different venues, times and days are proposed when possible to enable as many councillors to attend but we do have to use the one(s) with the most possible attendees.
2. Following a development session the information, if possible, will be made available on the Councillor Development Area on the Intranet.
3. If you are not able to attend a session that you were very interested in and the information cannot be made available on line it may be possible to organise a one-to-one with a relevant officer or a personal development session; if you are interested please contact Marie Gondlach (details below).

4. Pre-booking is essential. If you do not book 3 working days in advance, catering (if applicable) cannot be guaranteed, nor parking or seating at the venue.

5. There is a cost to providing any development event. If you are unable to attend a previously booked course, please let Marie Gondlach know so that the place can be offered to others.

6. Co-opted members, Town and Parish Councillors, Partners and Councillors from neighbouring authorities may be in attendance at some sessions.

### **Contact**

**If you would like to attend please contact:** Marie Gondlach  
Democratic Services Officer  
County Hall  
Bythesea Road  
Trowbridge  
BA14 8JN

Tel: 01225 713 597

Email: [marie.gondlach@wiltshire.gov.uk](mailto:marie.gondlach@wiltshire.gov.uk)

Fax: 01225 713 099

**If you cannot attend** please let Marie know the reason so that the Councillor Development Group can adapt the Councillors Development Programme 2010-11 to meet councillors' requirements when possible:

- you have no interest in the subject
- you cannot attend on that date
- you cannot attend at that time a day
- any other reason

### **Access to the venue**

Please see supporting documents.

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# Chairing Skills

## For Existing and New Chairmen & Vice-Chairmen

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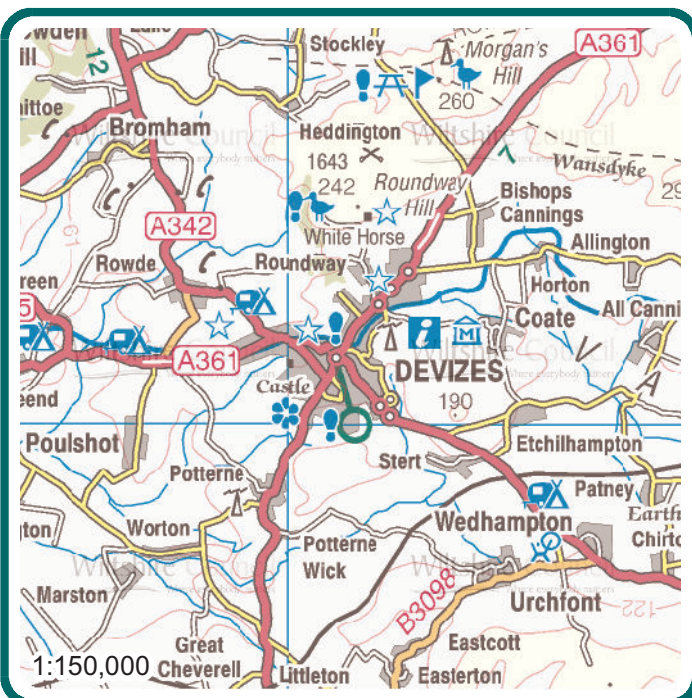
### A One Day Workshop for Councillors

- 09.00**      Arrival and Coffee
- Welcome and Introductions;  
                Workshop and Personal Objectives
- Chairing: What it Involves
- Ground Rules  
                *What they are; using them to make meetings more effective*
- Meetings Objectives, Agenda and Structure  
                *Ensuring a meeting achieves its objectives; using an agenda to make a meeting more constructive; opening & closing*
- 11.00**      **COFFEE**
- Dealing with Difficult People  
                *Staying on track; avoiding repetition; stopping ramblers*
- Practice Meeting 1
- Body Language  
                *Using body language to chair more effectively*
- Managing Debate and Discussion  
                *Encouraging & controlling debate; including people; managing many people wanting to speak; dealing with diversity*
- 13.00**      **LUNCH**
- Practice Meeting 2
- Keeping Calm Under Pressure  
                *Using thinking to control your emotions; other techniques*
- Practice Meeting 3
- 15.15**      **TEA**
- Practise Meeting 4
- Review and Action Plans
- 16.30**      **DAY ENDS**



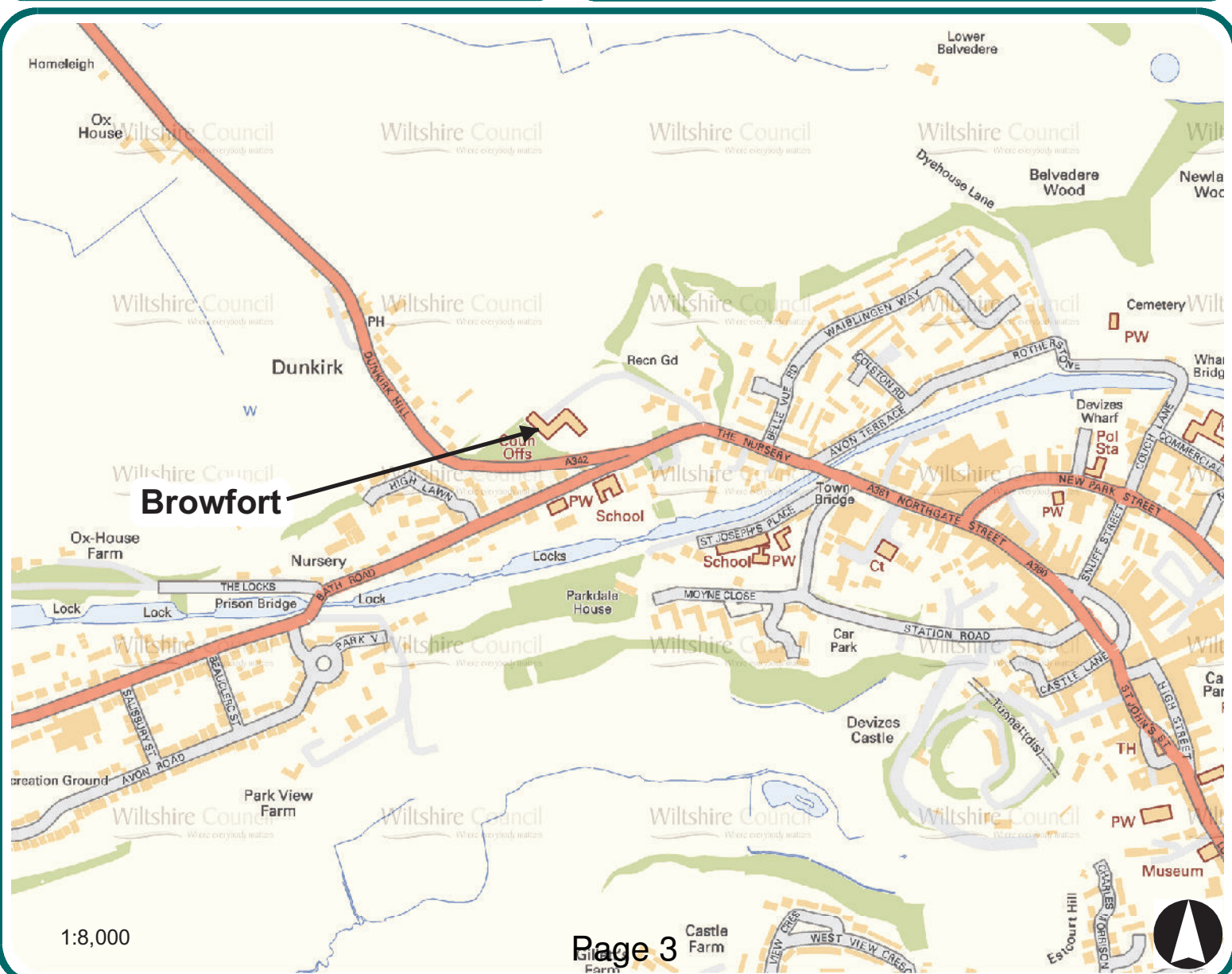
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**Wiltshire Council**  
**Browfort**  
**Bath Road**  
**Devizes**  
**SN10 2AT**

Where everybody matters



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