

Managing Challenging Behaviour in Meetings

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

Date(s) Tuesday 21 September 2010
Time(s): from 9.30 am to 4.45 pm
Venue(s): South Gloucestershire Council Offices,
Poole Court, Yate BS37 5PT

Brief description

How to deal with challenging and disruptive behaviour from members of the public and colleagues, which could lead to conflict or breach of the Code of conduct.

Time: 9.30 am to 4.45 pm

Number of attendees: 15

This session may be of particular interest for: all councillors

Trainer / Course provider: Patrick Donovan, CMS Training Ltd

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.

If you would like to attend please contact:

Linda.james@southglos.gov.uk, Councillor Development Officer
South Gloucestershire Council, 07789205920 or 01454 863084

Rachel.boast@bristol.gov.uk, Councillor Development Officer
Bristol City Council, 0117 9222097

marie.gondlach@wiltshire.gov.uk, Democratic Services Officer, 01225 713597

For further information on the facilitators please see web site: www.cmstraining.net
