

## Managing Challenging Behaviour in Meetings

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

**Date(s)** Friday 8 October 2010  
**Time(s):** from 9.30 am to 4.45 pm  
**Venue(s):** Committee Room 2, Browfort, Devizes, SN10 2AT

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### **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](mailto:Linda.james@southglos.gov.uk), Councillor Development Officer  
South Gloucestershire Council, 07789205920 or 01454 863084

[Rachel.boast@bristol.gov.uk](mailto:Rachel.boast@bristol.gov.uk), Councillor Development Officer  
Bristol City Council, 0117 9222097

[marie.gondlach@wiltshire.gov.uk](mailto:marie.gondlach@wiltshire.gov.uk), Democratic Services Officer, 01225 713597

For further information on the facilitators please see web site: [www.cmstraining.net](http://www.cmstraining.net)

**Access to the venue**

Please see supporting documents.

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