

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

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

Access to the venue

Please see supporting documents.

Managing Challenging Behaviour in Meetings

A joint authority training course designed for all councillors and council officers who experience challenging and disruptive behaviour from members of the public and colleagues, which could lead to conflict or breach of the Code of conduct in situations such as:

- Council and Town and Parish Meetings
- Committees, Sub-committees & Panels
- Public meetings & Forums
- Neighbourhood Partnerships
- Area Boards
- Scrutiny Meetings

Course Dates (all courses will run from 9.30am to 4.45pm)

21st September in South Gloucestershire at Council Offices, Poole Court, Yate BS37 5PT

8th October in Wiltshire at Committee Room 2, Browfort, Devizes.

12th October in Bristol at Bristol City Council House BS1 5TR

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

Booking details		
Linda.james@southglos.gov.uk	Councillor Development Officer South Gloucestershire Council	07789205920 01454 863084
Rachel.boast@bristol.gov.uk	Councillor Development Officer Bristol City Council	0117 9222097
marie.gondlach@wiltshire.gov.uk	Democratic Services Officer Wiltshire Council	01225 713597

Course Contents

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.

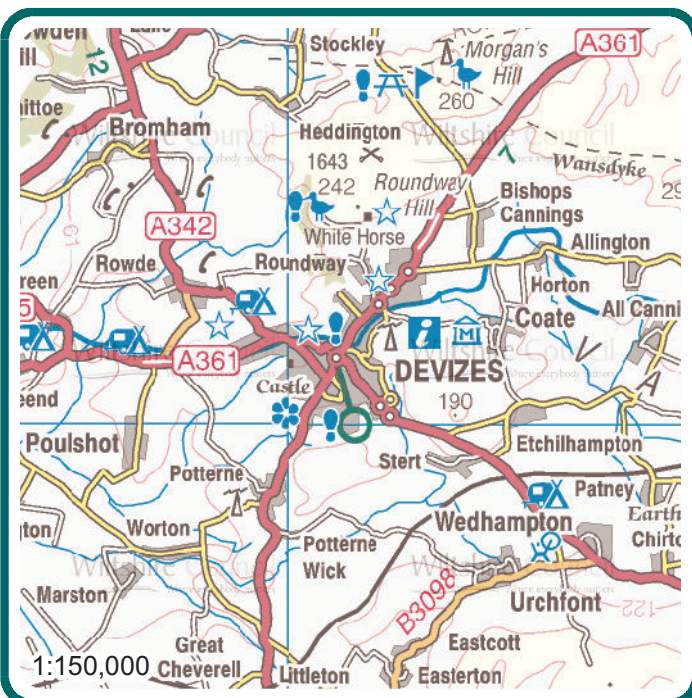
Comments from Councillors who previously attended:

"Very interesting and worthwhile training, it has been very useful for all of us"

"Communication hints and tips was most valuable", "The style was exactly right" "It was excellent, we need more seminars like this!", "Very impressive in terms of performance style and presentation", "An excellent course that I would recommend to all staff and councillors", "Very useful training for situations we find ourselves in" "I enjoyed it all"

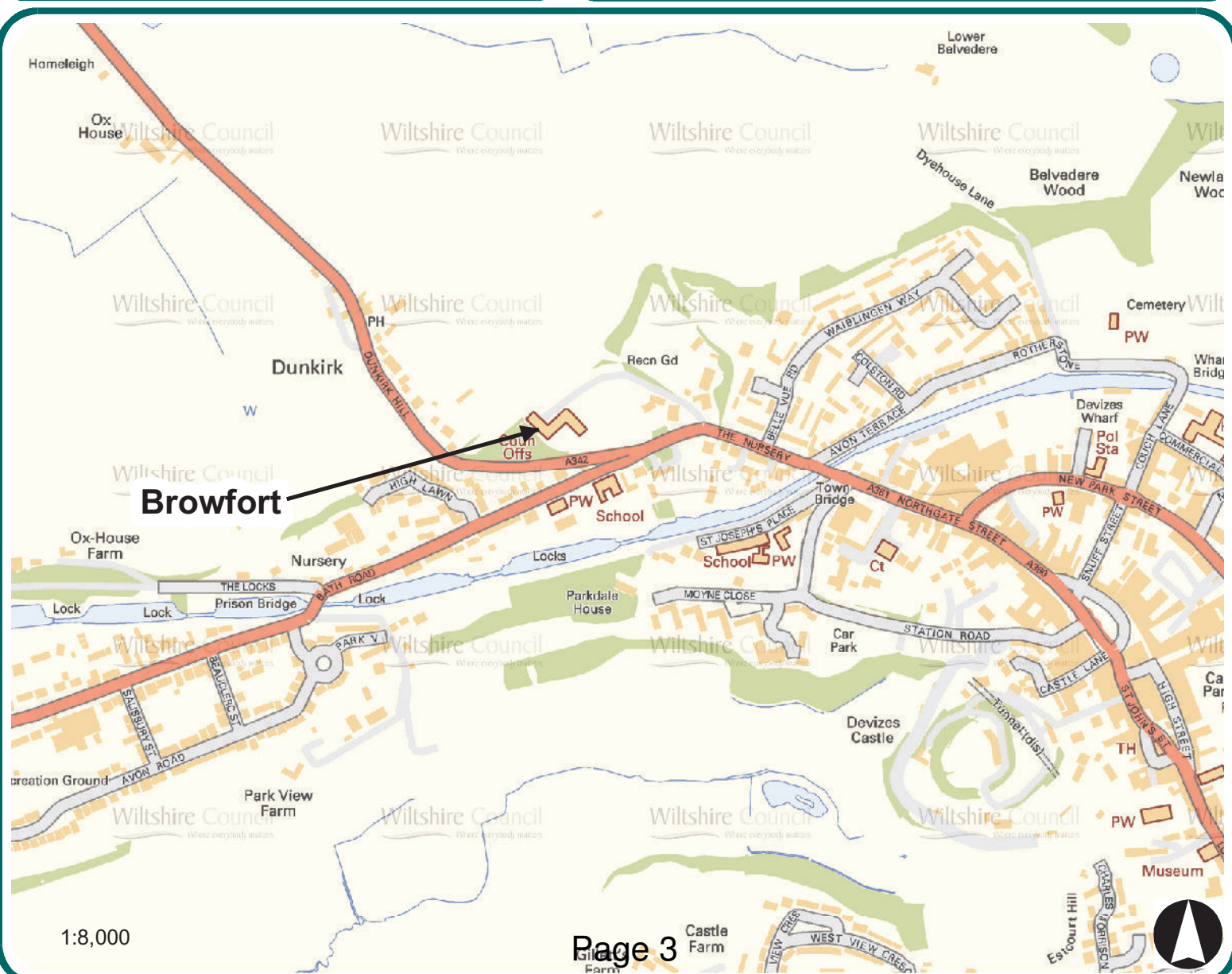
"I feel more confident about dealing with aggression from the public"

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Wiltshire Council
Browfort
Bath Road
Devizes
SN10 2AT

Where everybody matters



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