

## Managing Challenging Behaviour in Meetings

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

**Date(s)** Tuesday 12 October 2010  
**Time(s):** from 9.30 am to 4.45 pm  
**Venue(s):** Bristol City Council House, BS1 5TR

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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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## 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)

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

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

12<sup>th</sup> October in Bristol at Bristol City Council House BS1 5TR

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

| Booking details                 |   |                             |
|---------------------------------|---|-----------------------------|
| Linda.james@southglos.gov.uk    | Councillor Development Officer<br>South Gloucestershire Council | 07789205920<br>01454 863084 |
| Rachel.boast@bristol.gov.uk     | Councillor Development Officer<br>Bristol City Council          | 0117 9222097                |
| marie.gondlach@wiltshire.gov.uk | Democratic Services Officer<br>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:

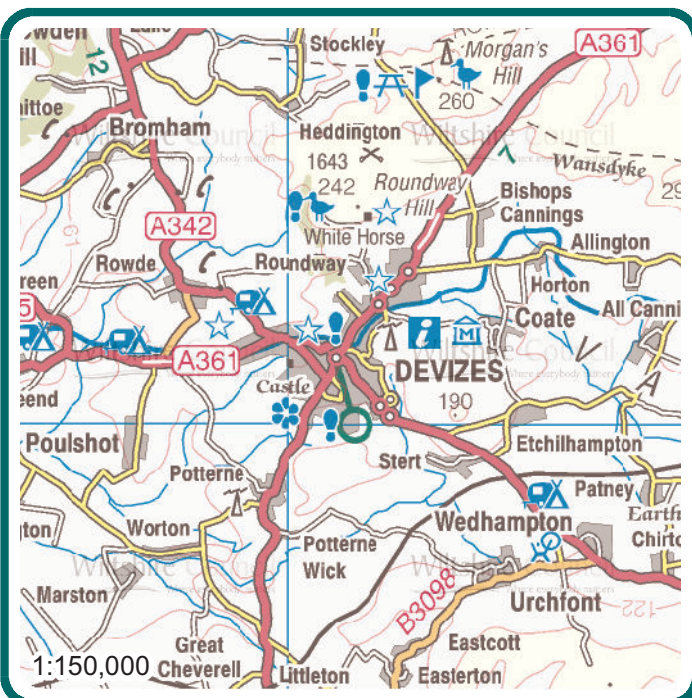
*"Very interesting and worthwhile training, it has been very useful for all of us"*

*"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"*

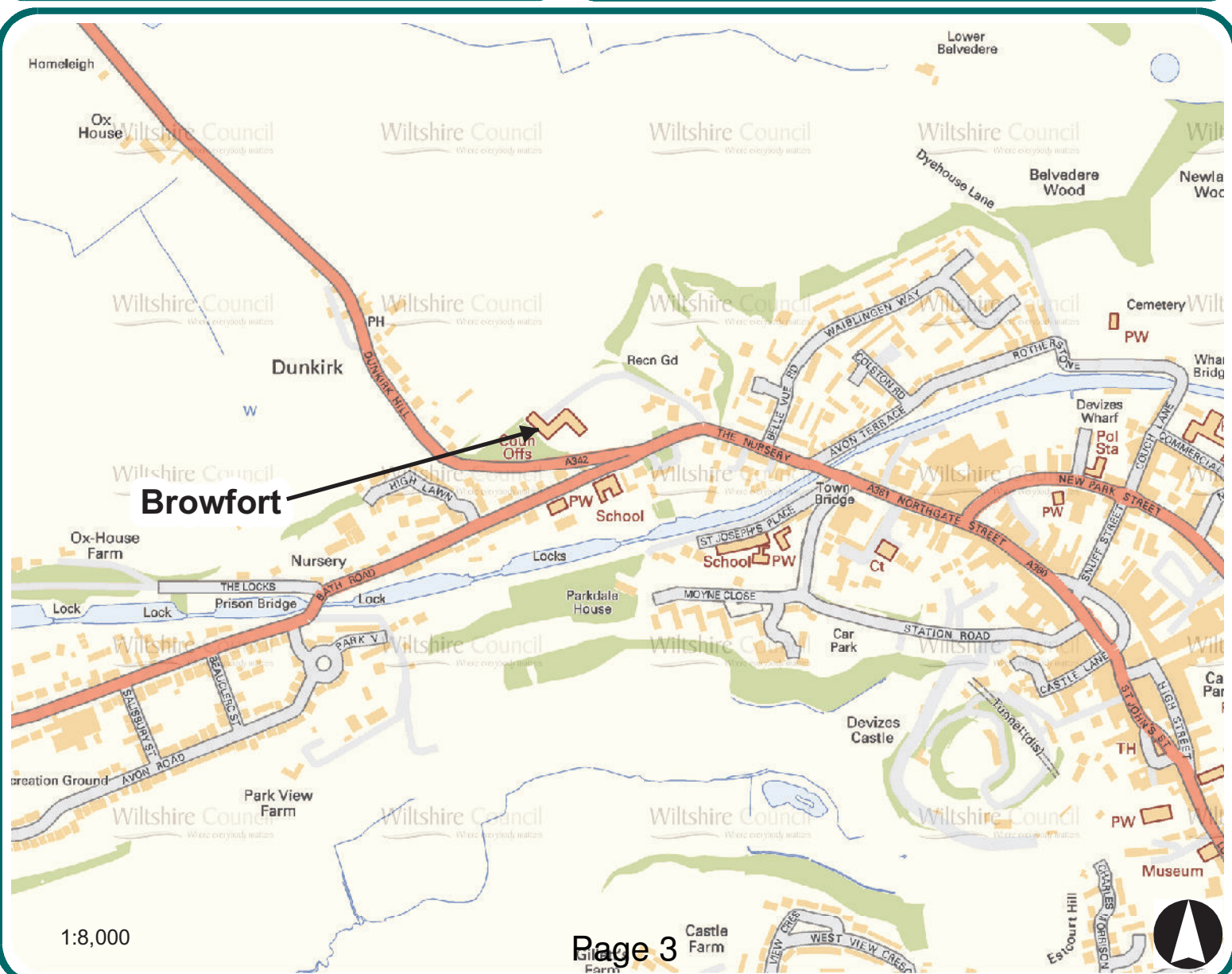
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**Wiltshire Council**  
**Browfort**  
**Bath Road**  
**Devizes**  
**SN10 2AT**

Where everybody matters



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