

# Councillor development

## Managing Challenging Behaviour

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| Date(s)                   | Time(s)            | Venue(s)  |
|---------------------------|--------------------|---|
| Tuesday 27 September 2011 | 9.30 am to 4.30 pm | Training Room, Monkton Park<br>Chippenham, SN15 1ER |

**Target audience:** all Councillors

**Booking deadline:** Friday 2 September 2011

### What is it about?

#### 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.

#### Feedback from previous event:

Councillors who attended in September and October 2010 highly rated the event with comments such as “first class”, “this needs to be rolled out to all councillors”, and “excellent!”.

#### Cost to Town and Parish Council members wishing to attend:

£40.00 per attendee, which includes refreshments and all course material  
Please note that payment would be required before attending the course.

Confirmation of bookings would be sent as soon as possible.

**For course bookings contact Rita Sanders on 01225 718 375 or email  
[councillordevelopment@wiltshire.gov.uk](mailto:councillordevelopment@wiltshire.gov.uk)**

**For more information on councillor development please see:  
<http://thewire.wiltshire.council/index/councillors-area/councillor-development.htm>**