

## 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		
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### 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"*