ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



LOCAL GOVERNMENT TRAINING

Contact Officer Training for Local Government

Help council contact officers understand their role and respond confidently to concerns.

WHO IT'S FOR

Council staff who act as contact officers for colleagues.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Define the contact officer role, its limits and boundaries
- Apply council policy and legislation to concerns raised
- Hold a supportive first conversation with a colleague
- Explain informal and formal resolution options
- Follow up and keep records in line with council policy
- Recognise and manage bias in their own decisions

ABOUT THIS PROGRAM

Contact officers are often the first person a colleague approaches with a concern about bullying, harassment or discrimination, usually without clear guidance on what the role involves. This contact officer training for councils clarifies the role and its boundaries, builds the listening and conversation skills to support colleagues, and works through council policy, legislation and the resolution options open to staff. Participants practise first conversations and follow-up, so they respond with confidence and fairness and know when to refer on.

Tailored to your organisation

We build in your council's policies, code of conduct, values and resolution procedures, and the realities of your workforce, including depot and outdoor teams and the councillor and community context.

Talk to us about this program

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Enquire online