ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



LOCAL GOVERNMENT TRAINING

De-escalating Heated Situations in Councils

Help council staff stay calm and safe with aggressive people, at the counter and in the field.

WHO IT'S FOR

Council staff who deal with the public at the counter, on site and in the field.

DURATION

3 hours, or tailored to your needs

FORMAT

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

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Spot early signs of escalation and respond before it grows
- Defuse anger with calm, assertive communication
- Set boundaries and end an interaction safely
- Act within legal and council obligations when risk rises
- Protect personal safety at the counter, on site and in the field
- Debrief and look after wellbeing after a difficult interaction

ABOUT THIS PROGRAM

Council staff meet the community in places other training doesn't reach, such as inspections, compliance visits, site work and public meetings, often alone and often delivering unwelcome decisions. This de-escalation training for councils builds the skills to spot escalation early, defuse it with calm, assertive communication and act within legal and council obligations when risk rises. Participants also learn to protect their own safety on site and to stop public hostility from following them home.

Tailored to your organisation

We build in your council's policies, incident reporting and customer service standards, and the settings your teams work in, from counters and call centres to inspections and depots.

> Suzanne's delivery of what can be confronting topics was exceptional, made everyone feel comfortable and safe and we walked away with tools to improve our communication.
>
> Hinternoosa – Sirah

Talk to us about this program

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Enquire online