

ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP

LOCAL GOVERNMENT TRAINING

Creating Psychosocially Safe Councils

Manage psychosocial hazards in councils, from councillor interactions to community aggression.

WHO IT'S FOR

Council managers and team leaders responsible for staff wellbeing.

DURATION

1 day, or tailored to your needs

FORMAT

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

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Identify the psychosocial hazards that come with council work
- Assess and control hazards linked to councillor interactions
- Respond to community aggression and public scrutiny
- Connect WHS controls to council governance and codes of conduct
- Support staff who carry the brunt of difficult interactions
- Spot early signs of harm in teams and act on them

ABOUT THIS PROGRAM

Councils carry the same psychosocial duties as any employer, yet some of their biggest hazards sit outside ordinary management, such as elected councillors who can't be performance managed, community aggression at the counter and in the field, and constant public scrutiny. This psychosocial hazards training for councils helps leaders identify and control those hazards, connect their controls to council governance, such as codes of conduct, councillor and staff interaction protocols and complaint processes, and support the staff who bear the brunt.

Tailored to your organisation

We build in your council's code of conduct, councillor and staff interaction protocols, complaint processes and WHS framework, and the settings your teams work in. An optional module on councillor wellbeing is available.

> "Loved Mechelle's presentation and facilitating style – this course was excellent!"
>
> Hub Australia – Ryan

Talk to us about this program

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Enquire online