



## ONE-DAY WORKSHOP

# EFFECTIVE MEMBER/OFFICER RELATIONS

### Overview

This session introduces Members to appreciate the impact of political and managerial leadership, and to have a clear awareness of the distinct roles of Members and Officers. It will allow members to enhance their skills to deal with areas of potential sensitivity and to build positive and constructive Member/Officer relationships. This module will identify ways of working toward a “Solution-Based” approach to Member/Officer interaction. This session includes an introduction to Scrutiny and Challenge, Mediation, and Assertive Communication

### The session will focus on:

- Identification of skills needed to do scrutiny well
- Clarify roles and responsibilities (officers as well as Members)
- How can Scrutiny Members work together effectively to get the best outcomes for citizens?
- Questioning and challenging effectively
- Some basic principles of mediation
- The mediation process
- Practical mediation for Members in surgery or on the doorstep
- Defining behaviours in communication
- Dealing with disruptive/aggressive/passive behaviours
- Assertive tools and techniques

### By the end of this training module delegates will be able to:

- Establish what behaviours and attitudes can promote good scrutiny?
- Understand what Mediation is and is not
- Understand your rights and the rights of others
- Support effective Member/Officer relations
- Understand how to apply assertiveness tools and techniques

### Facilitator

David Leask, Consultant, NEREO.

### Further Details

For further information, or to book an event, please contact Maureen O’Keefe on 0191 2495874 or email [mokeefe@nereo.gov.uk](mailto:mokeefe@nereo.gov.uk)