



Working together and dealing with differences

Overview

When you have people working together, there is likely to be different opinions and viewpoints. Maintaining the balance between healthy and constructive differences and negativity that creates disputes can be difficult.

This workshop outlines the best way for people to deal with their differences to achieve a positive outcome.

Dealing with perceptions and emotions can be the most challenging component, as well as separating the people from the problem.

This interactive and collaborative workshop is designed for local councillors and staff working in regional NSW.

Key learning outcomes

To work together effectively, we need to separate the people from the problem, remembering we are all human beings with emotions, perceptions, deeply held values and different backgrounds.

In this workshop, the key learning outcomes include:

- / Key steps to identify the problem
- / How to deal with different emotions and perceptions
- / Key issues with communication and how to improve if there is a miscommunication
- / How to effectively work together and deal with any differences

Who should attend

The workshop is suitable for:

- / New and experienced councillors
- / Senior staff (such as the General Manager, Directors and relevant Managers)
- / Team leaders and front line staff

Maximum attendees: 20 people per session

What you will receive

All attendees will receive a cheat sheet which provides an effective and practical process for resolving differences.

We also provide a unique follow up service to ensure that the skills and knowledge gained in the workshop “stick” in the longer term.

Location and price

We come to you to deliver our workshop – taking the cost and headache out of travel for your councillors and staff.

We do this for a fixed price inclusive of all travel costs. We ask that you book a suitable venue and provide light refreshments for attendees.

Make a booking

To book a workshop for your Council, contact Emma Broomfield on:

T 0421 180 881

E emma@localeconsulting.com.au



Our approach

We provide training and development workshops to councillors and staff because we believe this investment in the skills and knowledge of your elected members and staff improves the overall effectiveness of your council and therefore, the outcomes for your communities.

Our mission is to bring a fresh and exciting approach to training in the local government space by building the capability of your elected body and your council staff.

With this in mind, our approach is:

- / **strength based** – so that councillors and staff learn what to do, not just not what to avoid.
- / **collaborative and interactive** – so that councillors and staff can learn together and from each other as well as us.
- / **tailored** – so that councillors and staff can learn from content which is relevant to their communities needs and the situations they encounter.
- / **practical** – so that councillors and staff can learn from real life examples and not just the theory.

Our facilitators

Our facilitators are regional local government experts who have a unique combination of skills and training with qualifications in law, mediation, governance, planning and community engagement.

This means your councillors will gain insights from highly qualified experts who understand the regional context of local government.



Emma Broomfield
Director – Governance & Mediation

Emma is a nationally accredited mediator and trained lawyer with almost 20 years experience in the local government sector. She is a nominated Code of Conduct reviewer for multiple councils across northern NSW and regularly conducts reviews and investigations under the Code.

Her passion is helping others solve problems and work together for the benefit of their community. Emma is known for her empathic approach, practical focus and industry knowledge.



Cinnamon Dunsford
Principal Planner

Cinnamon is a Registered Planner and experienced community engagement practitioner with over 15 years' experience in the local government sector. She has a range of strategic, coastal, rural, environmental and economic planning experience.

Cinnamon holds the leading qualifications in community engagement from IAP2 and is known for her fantastic facilitation and communication skills.