



## Handling Difficult Situations

Thursday 20<sup>th</sup> May 2021, 10.30am – 1pm

*On-line using Zoom*

*Delivered by Mike Deegan*

### The event will include:

- The Nolan Principles - The Seven Principles of Public Life
- Guide to a Good Councillor
- Councillor Inductions (and responsibilities)
- Conflict Resolution – Examples and Solutions
- Adopting and implementing good policies

### Dealing with;

- Internal conflicts
- Dealing with Challenging People
- Members of the Public
- The rumour mill – Misinformation and Fake news
- Adverse public or press campaigns
- Social Media
- Contractors and legal agreements
- H&S
- Bullying

Mike Deegan has extensive experience of developing successful Community Engagement strategies with both a leading Charity and during his seven years as a Parish Councillor in Staffordshire.

**Cost: Member delegate: £30**

**Non-member delegate: £60**

**Please make your booking on-line [here](#)**

**PLEASE PLACE YOUR BOOKING THROUGH YOUR CLERK**

Shropshire Association of Local Councils, Shirehall, Abbey Foregate, Shrewsbury SY2 6ND

Tel: 01743 252744 Email: [alc@shropshire.gov.uk](mailto:alc@shropshire.gov.uk) Website: [www.alcshropshire.co.uk](http://www.alcshropshire.co.uk)