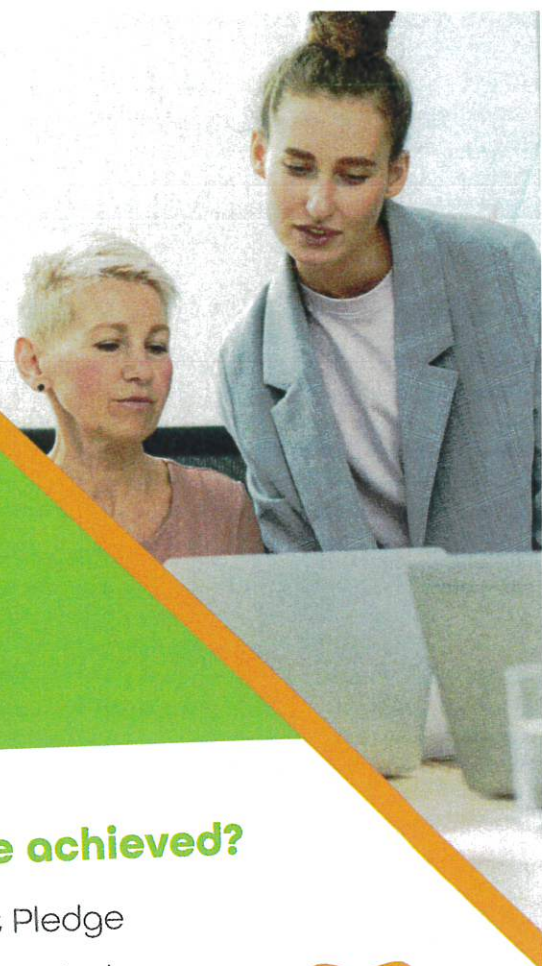


# Civility & Respect Pledge

To treat other councillors, clerks, all employees, members of the public, representatives of partner organisations and volunteers with civility and respect in their roles.



## How will this culture change be achieved?

- ✓ **Council signs up** to Civility & Respect Pledge
- ✓ **Undertake recommended training** for clerks, councillors and chairpersons
- ✓ Good **employment practices**
- ✓ Good **governance**
- ✓ Continued **lobbying for change** in legislation (including sanctions)
- ✓ **Dignity at work** policy
- ✓ **Seek professional help** at early stages of problem
- ✓ Learning from **best practice**
- ✓ Being a **role model**/champion council (Local Council Award Scheme)
- ✓ **Calling out bullying and harassment** when it happens



The Civility and Respect Project is an ongoing and evolving project committed to improving standards for all involved in local councils.





# Civility & Respect For the local council sector

- IS top of the  
agenda

## Definition of civility & respect

**Civility means politeness and courtesy in behaviour, speech, and in the written word.**

Examples of ways in which you can show respect are by listening and paying attention to others, having consideration for other people's feelings, following protocols and rules, showing appreciation and thanks, and being kind.



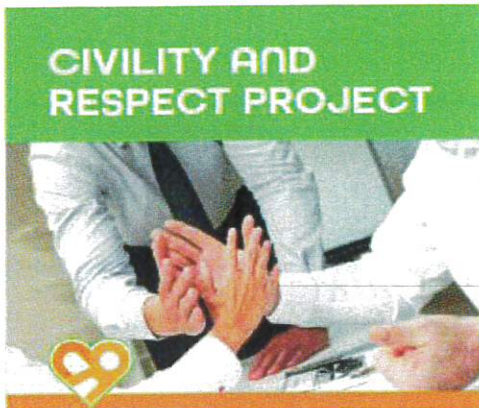
**Civility &  
Respect**

IN COLLABORATION WITH SLCC, NALC, OVW, COUNTY ASSOCIATIONS

For more information about how  
to get involved, visit:

[www.nalc.gov.uk](http://www.nalc.gov.uk) or [www.slcc.co.uk](http://www.slcc.co.uk)





# Civility & Respect

IN COLLABORATION WITH SLCC, NALC, OVW, COUNTY ASSOCIATIONS

## WE INVITE COUNCILS TO SIGN UP TO THE CIVILITY AND RESPECT PLEDGE



Unfortunately, as we know only too well in our sector there is, and has, been a problem with lack of civility and respect in some councils, leading to bullying and harassment. Although this is in the minority it is nonetheless significant and can have a serious detrimental impact on the well-being of those involved, the functionality and finances of the council, as well as the local community.

There is no place for bullying, harassment, and intimidation within our sector and signing up to the Civility and Respect Pledge is one of the ways a council can demonstrate that it is committed to standing up to poor behaviour across our sector, and to demonstrate positive changes which support civil and respectful conduct.

By signing the pledge, your council is agreeing that it will treat councillors, clerks, employees, members of the public, representatives of partner organisations, and volunteers with civility and respect in their roles. We invite all councils to include an agenda item to review the statements and sign up to the Civility and Respect Pledge.

Visit our dedicated webpages for more information -

[www.slcc.co.uk/news-publications/civility-respect-project](http://www.slcc.co.uk/news-publications/civility-respect-project) & [www.nalc.gov.uk/our-work/civility-and-respect-project](http://www.nalc.gov.uk/our-work/civility-and-respect-project)

## CIVILITY AND RESPECT TRAINING

Our project team has worked with key partners across the sector to create a brand-new series of virtual workshops designed to address many of the civility and respect issues our sector is facing. We are delighted to share the first range of this training with you. The cost for attendance is supplemented by the project until Dec 2022, and the prices advertised are 50% of the usual delegate fees.

Breakthrough Communication are experts in the field of training for local councils. They have created a **suite of bespoke workshops and resource packs** for local council clerks, officers, and councillors as part of the Civility and Respect Project.



Each package comprises useful guides and custom-designed toolkits as well as access to on-demand and live virtual training events.

There are separate packages for officers and councillors, to book your place visit [www.breakthroughcomms.co.uk/civility-respect/](http://www.breakthroughcomms.co.uk/civility-respect/)

**\*\*Resilience and Emotional Intelligence - What it means in practice for clerks and council officers\*\***

*Delegate fee: £30*

Develop a better understanding of where our behaviour comes from, what resilience means for us in the context of our different local council roles, and explore role-focused scenarios. Take away strategies to manage and deal with different situations effectively, including a useful resource pack for building your own resilience and emotional intelligence.

**\*\*Leadership in Challenging Situations - Dealing with challenging situations & working with others effectively\*\*** *Delegate fee: £30*

Explore how to deal with a range of role-focused challenging situations and how we can work with others more effectively. Consider different leadership styles and approaches in the context of your role, which styles we personally 'default' to and how to lead effectively for different situations. We'll also consider how to build, support, and get the most from an effective and motivated team.



**\*\*Respectful Social Media — How to deal with attacks and negative engagement\*\***

*Delegate fee: £30*

Explore different methods and strategies for dealing with negative attacks on social media and methods to keep control of social media output. We will consider how we come across on social media as councils and individuals, what our personal 'digital tone of voice' sounds like, explore our use of language and its role in positive two-way communication, as well as discussing the type of content we can post on social media, depending on our role. For councillors, there are suggested dos and don'ts and how to be effective on social media, whilst considering issues around the Code of Conduct. For officers will explore how the council can demystify the role of the council and showcase its people in order to help pre-emptively deal with negative engagement and attacks.

Personal development themed comedian, intuitive catalyst, speaker, author and communications specialist, Becky Walsh has been turning the dry world of self-development on its head with a down-to-earth, uniquely funny style for over two decades. She has created these civility and respect themed webinars to support some of the key issues faced by our sector.



**BECKYWALSH**

There are separate packages for officers and councillors, to find out more and book your place visit

[www.slcc.co.uk/news-publications/civility-respect-project](http://www.slcc.co.uk/news-publications/civility-respect-project) & [www.nalc.gov.uk/our-work/civility-and-respect-project](http://www.nalc.gov.uk/our-work/civility-and-respect-project)

**\*\*Civility and respect — Uncovering the issues for the public sector\*\***

*Delegate fee: £15*

Condescending comments, demeaning emails, disrupting meetings, reprimanding publicly, talking behind someone's back, the silent treatment, not giving credit where credit is due, rolling eyes, and being yelled at, is a regular occurrence for many councils. Explore the issues we face in our council role, the impact and how to handle these types of situations.

**\*\*What makes people become challenging?\***

*Delegate fee: £15*

Dive into human psychology, neuroscience, and power dynamics. What triggers people to behave from the worst of themselves? How as leaders can we create environments with fewer trigger situations and more safety? We will discuss real-life situations and how to turn them around when they start to get out of hand. Explore real situation scenarios and what to do in each of them.

**\*\*Personal resilience and self-protection\*\***

*Delegate fee: £15*

Having a good understanding of yourself means you'll know what to do when someone tries to push your buttons. In this webinar, we discuss emotional resilience and emotional intelligence and how this applies to specific council situations. Each of the webinars will give real situation scenarios and what to do in each of them.

**\*\*Understanding psychopathic and narcissistic behaviour\*\***

*Delegate fee: £15*

Both psychopathic and narcissistic people generally lack empathy and tend to have unrealistically high opinions of themselves. They often exploit and manipulate others and can be hard to spot as they can also be superficially charming. They are also attracted to roles of power and are often found in leadership positions and in political roles. Real situation scenarios and what to do in each of them will help you spot them and how to monitor your own behaviour to lessen their impact on you and your organisation.

Hoey Ainscough Associates Ltd are national experts in effective local governance with a particular emphasis on supporting the local standards framework for members introduced by the Localism Act 2011. They worked with the Local Government Association to produce the latest Code of Conduct and so are uniquely placed to deliver this workshop.

Hoey Ainscough Associates Ltd  
Supporting Local Governance

There are separate packages for officers and councillors, to find out more and book your place visit

[www.slcc.co.uk/news-publications/civility-respect-project](http://www.slcc.co.uk/news-publications/civility-respect-project) & [www.nalc.gov.uk/our-work/civility-and-respect-project](http://www.nalc.gov.uk/our-work/civility-and-respect-project)

**\*\*The (New) Code of Conduct\*\***

*Delegate fee: £15*

This session is aimed at members and officers of local councils who have adopted the new Local Government Association (LGA) Code of Conduct for members (as endorsed by NALC and SLCC) or who are considering adopting it. It will look at key aspects of the code, how to effectively implement the code at a local level, the practical implications of working with it and look at the guidance which sits alongside it. This is an interactive session and you are invited to ask questions about any aspect of the code.

Please visit our dedicated civility and respect pages for details on booking and for lots more information and support

[SLCC | Civility and Respect Project](#) and [NALC | Civility and Respect Project](#)

