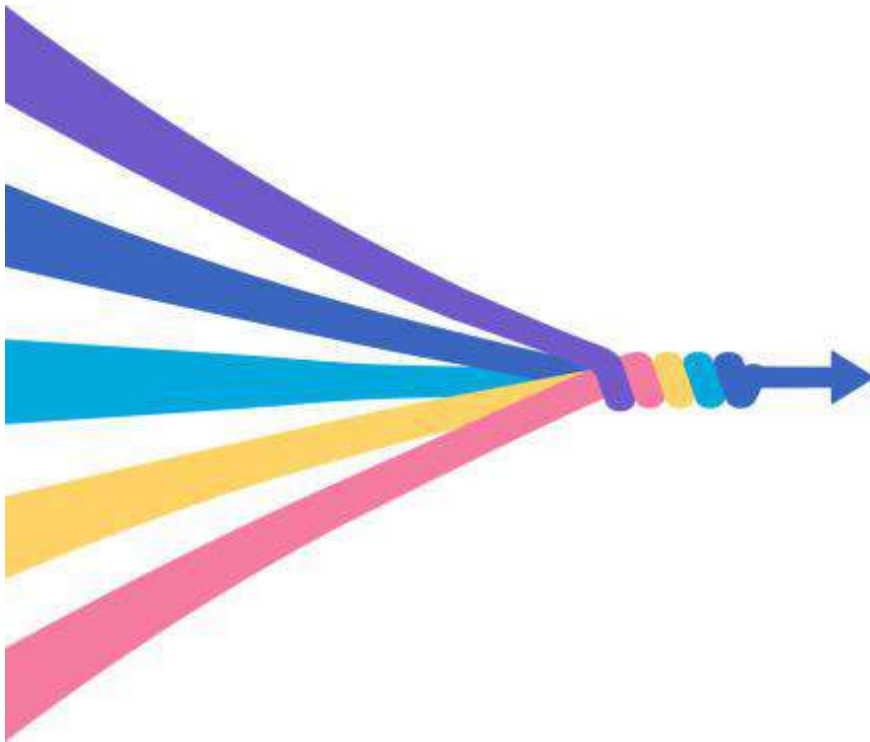




Working with Elected Members to Improve Frontline Services

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Course Brochure

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Working with Elected Members to Improve Frontline Services

Course details

Understanding and navigating the political environment of a council can be difficult for many officers coming from other public sector or private organisations. In APSE's recent research "Striving to Thrive", 79% of respondents reported behavioural issues from councillors, officers or other staff within the last four years. Nurturing and building positive relationships, de-escalating conflict and protecting professional boundaries make a crucial difference to the day-to-day lived experience of local councillors and are vital components of creating a harmonious and productive culture within authorities. When members and officers work well together, the council and the community get the best, but it can be fraught with problems.

Based on APSE's extensive research, this one-day interactive workshop will take council officers through the different roles of elected members and officers, the challenges of working together, developing relationships to improve outcomes for communities.

It will be delivered by an experienced Councillor who will give an insight into the mindset of an elected member; and an experienced officer with experience of working with elected members over several years.

Who should attend?

Any officers who come into contact with elected members through front-line service delivery and those who need to regularly work with members or have ambitions to move into that level.

Learning Outcomes

- Appreciate the different officer & member roles and where they intersect
- Evaluate the impact of better member/officer relationships on community outcomes
- Analyse the challenges and opportunities in the roles and relationships
- Develop skills needed to navigate political dynamics
- Understand the importance of respect and professionalism from both perspectives
- Gain tips on conflict management when poor behaviour leads to problems
- Appreciate the effect of member/officer relationships on the organisational culture

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Course programme








For further information, please contact training@apse.org.uk

09:45 - 10:00	REGISTRATION (and Tech Check)
10:00 - 11:30	UNIT 1: Why do relationships matter? <ul style="list-style-type: none"><input type="checkbox"/> Introductions and icebreaker<input type="checkbox"/> The nature of officer/member relationships<input type="checkbox"/> Impact on the community and service delivery<input type="checkbox"/> Why members think like they do<input type="checkbox"/> Effect of member/officer relationships on council culture
11:30 - 11:45	COMFORT BREAK
11:45 - 12:45	UNIT 2: Roles and responsibilities <ul style="list-style-type: none"><input type="checkbox"/> Roles, responsibilities and overlap<input type="checkbox"/> Challenges and opportunities of relationships building<input type="checkbox"/> Keeping it professional
12:45 - 13:30	LUNCH
13:30 - 14:30	UNIT 3: Managing expectations <ul style="list-style-type: none"><input type="checkbox"/> Expectations and reasonable behaviour<input type="checkbox"/> Maintaining respect and professionalism<input type="checkbox"/> Conflict management top tips
14:30 - 14:45	COMFORT BREAK
14:45 - 15:45	UNIT 4: Managing scenarios <ul style="list-style-type: none"><input type="checkbox"/> Groupwork to address:<ul style="list-style-type: none">➤ Tensions caused by service improvement pressures➤ Assisting Councillors to better understand their role(s)➤ Dealing with a coalition or minority administration
15:45 - 16:00	PLENARY, FEEDBACK AND CLOSE

Working with Elected Members to Improve Frontline Services

In-house - tailored training to meet your needs.

The package includes:

-  A pre-course consultation so we can tailor the course to meet your needs.
-  Trainee Needs Analysis.
-  Customisation of the slide pack.
-  Delivery of the course on a mutually convenient date and time to meet your authority's needs and working patterns.
-  Analysis of trainee feedback, which we share with you.
-  Trainer feedback, if required.
-  Post-course materials on password-protected hidden webpage.

If delivered online, the course is suitable for up to 15 participants and over two half-days or one full day, via Microsoft Teams

If delivered onsite, it is suitable for up to 20 participants. Trainer travel, subsistence and accommodation is charged at cost.

What do participants have to say about APSE Training?

"Well explained and easy to understand."

"Take it - it enhances your understanding and removes assumption."

"It's very engaging and interesting. And all questions are encouraged and answered."

"Very informative, delivered in an engaging way."

"Attention was engaged throughout the course. Relative and informative."

"It is a very knowledgeable course and every point explained thoroughly and the slides were very well presented and didn't include too much information."

"Not too intense and delivered in layman terms."

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About APSE Training

APSE (Association for Public Service Excellence) is a not-for-profit local government think tank, working with over 300 councils throughout the UK, promoting excellence in public services.

APSE is the foremost specialist in local authority front line services, hosting a network for front line service providers in areas such as waste and refuse collection, parks and environmental services, leisure, school meals, cleaning, housing, and building maintenance.

APSE Training aims to provide inspiring and impactful lifelong learning and development opportunities, nurturing talent and enabling growth. A broad range of courses are available via the APSE website and as bespoke in-house courses.

APSE Training is compliant with APSE's Quality Assurance processes under ISO 9001, ISO 14001, ISO 27001 and GDPR. We are also a Platinum Carbon Literate Organisation, which demonstrates our commitment to raising awareness of the climate crisis.

The team is ready to help.

Please direct enquiries to: training@apse.org.uk | 0161 772 1810

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