

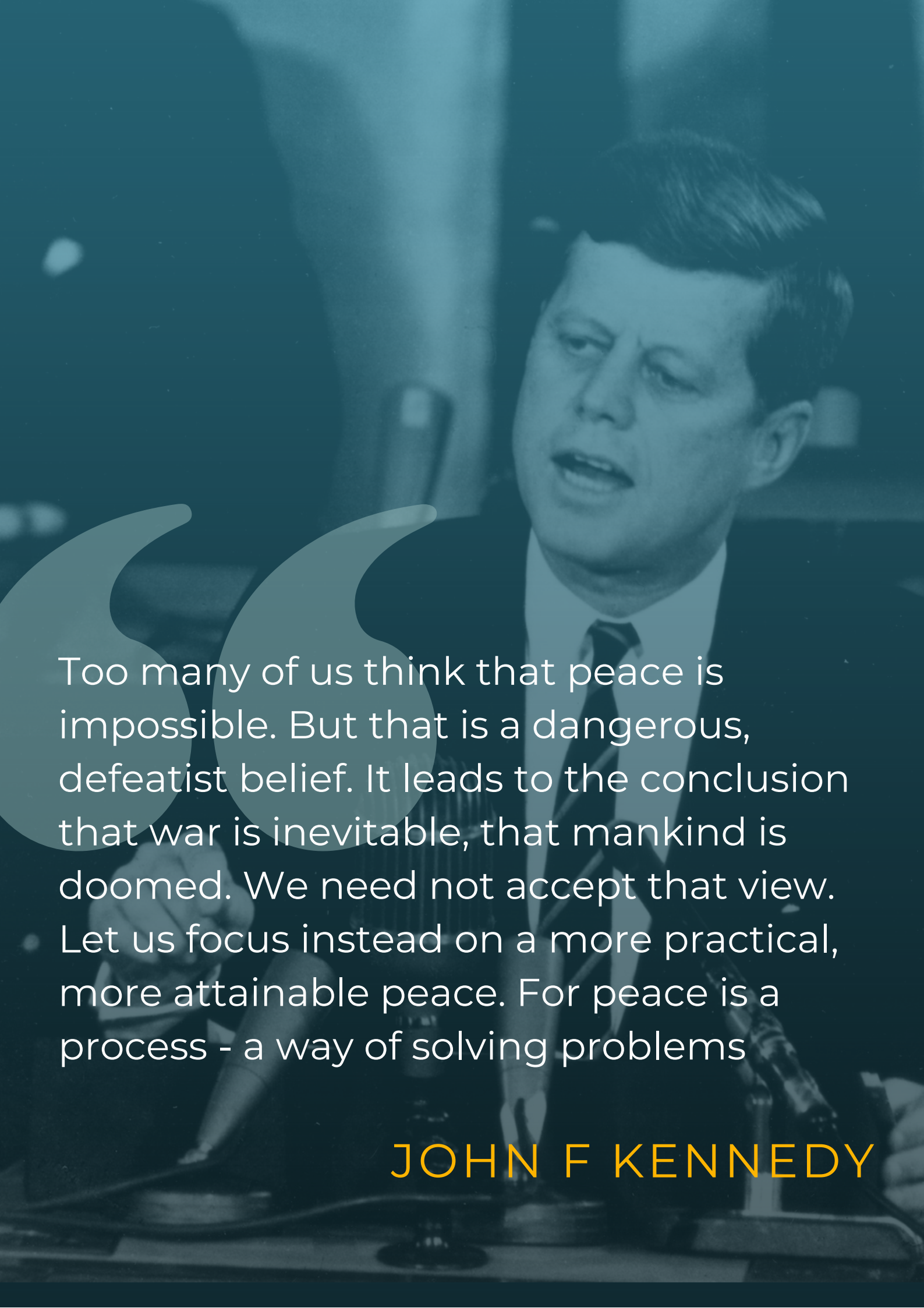
CONFLICT MANAGEMENT FOR LOCAL GOVERNMENT

BETTER CONVERSATIONS
LEAD TO BETTER DECISIONS



Anne-Marie Cade

LOCAL GOVERNMENT
LGPRO
PROFESSIONALS
THE LEADING VOICE



Too many of us think that peace is impossible. But that is a dangerous, defeatist belief. It leads to the conclusion that war is inevitable, that mankind is doomed. We need not accept that view. Let us focus instead on a more practical, more attainable peace. For peace is a process - a way of solving problems

JOHN F KENNEDY

HELLO

We are a boutique mediation and conflict-coaching consultancy providing coaching, training and workshops particularly suited to the Local Government sector.

We understand that Community leadership involves making complex decisions that greatly impact the community. This requires management skills that are different from other businesses. It involves planning, building strategic partnerships and setting a collective agenda with deliverables in a highly regulated, transparent environment. Having robust discussions often about contentious issues with Councillors and the Executive team, as well as with residents, is all part of the day-to-day work of Councillors and the Executive in Local Government.

Having these difficult conversations can be challenging but it does not have to be that way. Building constructive communication and conflict management skills to have the ability to understand the perspectives of others is the key to having better conversations. Anne-Marie Cade is a Conflict Management Expert and a current Councillor who understands precisely what is required to navigate difficult and challenging conversations. She provides bespoke training programs tailored to suit the specific needs of Local Government Councils and addresses the unique challenges that are part of community leadership.

Anne-Marie Cade

Founder & CEO

www.annemariecade.com

YOUR COMMUNITY WANTS MORE FROM YOU

Local communities look to councillors for leadership in driving the municipality's vision and setting the council's ethical tone. *Approximately 26% of submissions received from the LG sector and the general public mentioned difficulties with Councillors' understanding and demonstration of leadership.*

(LG Culture Project Insights Report May 2022)

Some councils may be unable to effectively collaborate and demonstrate the qualities of a "board of the community" in order to achieve community-centered goals due to a lack of leadership experience and capability.

Councillors may have inappropriate interactions with residents and officers sometimes in the course of heated conversations, which may contribute to a bigger problem.

What could this mean if left unresolved?

- It will impact the ability of the council to achieve its community vision and strategic objectives
- It will create a toxic work environment and damage the council's reputation
- Make it difficult for a council to attract and retain talented and diverse staff.

Anne-Marie Cade

www.annemarienade.com

THE COST OF WORKPLACE CONFLICT

Workplace conflict costs Australia \$10.1 billion each year. 80% of staff turnover is due to unsatisfactory relationships with work colleagues, resulting in lost productivity, poor morale, high employee turnover and high levels of stress and depression.

THE BENEFITS OF USING OUR EXPERTISE

- ✓ Improved interpersonal relationships and increased collaboration.
- ✓ Ability to navigate conflict effectively.
- ✓ Better decision-making and productive conversations.
- ✓ Higher employee retention.
- ✓ Increased productivity.
- ✓ Avoid legal disputes.
- ✓ Improved wellness of employees.

CONSTRUCTIVE CONFLICT RESOLUTION

OUR FOUR STEP PROCESS

**IDENTIFY HIGH
CONFLICT**



**CHECK THE
STORY**



**INSIGHTS AND
STRATEGY**



REBUILD



A four-step process identifies high-conflict situations, develops a strategy from insights and information and rebuilds a healthy environment.

CONFLICT INTELLIGENCE TRAINING FOR YOUR PEOPLE

- ✓ Webinars, Masterclasses, Workshops - we can develop bespoke short and long-term programs for teams and customise training for the broader workforce to up-skill your people.
- ✓ Strategy sessions – Targeted support for leaders dealing with difficult conflicts.
- ✓ Booklets and Downloadable PDFs - We're able to create booklets with relevant information for your team on mutually agreed topics, showcasing our expertise to meet your objectives.
- ✓ Video content - We can create valuable content for your team that is exclusively available through your networks. We make short and long-form videos on collectively agreed topics that showcase our expertise while meeting your objectives.



Anne-Marie has presented to our alumni at 'Women for Election' on multiple occasions on "How to Navigate Difficult Conversations". Anne-Marie provides women running for election with the opportunity to practise responding to negative talk. In our Women For Election workshops, she also offers practical tips for uncomfortable conversations, whether on the campaign trail or once elected. Anne-Marie has significant knowledge of conflict resolution techniques. With her experience as a councillor, she can provide a unique perspective on navigating difficult conversations in the political context.

Licia Heath - CEO - Women for Election Australia



ABOUT ANNE-MARIE

Anne-Marie is currently serving her second term as a Local Government councillor in Victoria.

After practising law for over 15 years, Anne-Marie realised she was most interested in human relationships. She decided to begin training in mediation and coaching and established her consultancy.

She is passionate about providing insights and strategic advice on building conflict intelligence, constructive conflict resolution, conflict management and navigating difficult conversations with **Corporate Teams, Local Government, State Government, Elected Officials and Lawyers.**



Thank you for sharing your experience with us. We gained much from your presentation on how to navigate the role as a new Councillor, and this is confirmed by comments made by all present.

Max Arnott - Board Chair at Colac Area Health Foundation.

Anne-Marie Cade

Anne-Marie Cade is a Lawyer, Nationally Accredited Mediator, Family Dispute Resolution Practitioner, Conflict Resolution Specialist, Parenting Co-ordinator, Speaker, Trainer, Local Government Councillor and Lecturer in law. She was awarded a Churchill Fellowship in 2020 to conduct research internationally in 16 cities in “Best Practice in Parenting Co-ordination” to inform the implementation of the practice in Australia.

She has won many industry awards and has been recognised as a Thought Leader, an Innovator and a Wellness Advocate for her innovative approach to conflict resolution. She is also an NLP Master Practitioner and certified Conflict Coach. She has training in Transformative Relationship Mediation, Brain Based Conversation and Coaching Skills (The Neuroleadership Institute), training in Applied Neuroscience and Brain Health and is also a Mental Health First Aider.



Winston Churchill Trust
Learn globally, inspire locally.



Let's Talk Now

We look forward to speaking with you, learning about your goals, and seeing how we can help you get there faster.

Contact

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Anne-Marie Cade

