

LG | Conflict Management

# **Civility in action**

## Mediation & Coaching for Local Government Leaders



# Incivility in local government is frustrating & it's costly.

IBAC sees poor councillor conduct as a problem that impacts on good governance. According to the 2024-25 councillor census, 80% of Councillors reported experiencing intimidating behavior. Over 70% of women, said the problem was not dealt with adequately.

## When Councillors are embroiled in conflict

- Decision-making stalls
- Collaboration breaks down
- Critical community projects are delayed
- It costs the Council money

Our expert mediation services, conflict management training and coaching equips mayors, councillors and staff with the skills to work through disputes constructively and strengthen leadership.



# Mediation Services | Resolving Conflict - Strengthening Collaboration

Unresolved disputes can hinder council effectiveness and damages relationships. Our confidential and impartial mediation services provides structured solutions to help council leaders move past disagreements constructively.

Early dispute resolution helps prevent conflicts from escalating and fosters a more collaborative and respectful decision-making environment.

## Who we help

Councillors and  
Mayors experiencing  
governance challenges  
and disputes

Executive teams facing  
leadership disputes  
and conflict

## Outcomes

- Strengthened collaboration and trust
- Faster, cost-effective resolutions over legal battles
- Improved decision-making and governance





# Conflict Management Training |

## Equipping leaders with Conflict Management skills

Councillors and Staff frequently face challenging conversations and conflicts between themselves and with the community. Our interactive workshops provide them with practical tools to navigate disputes confidently, build negotiation skills and have constructive conversations.

### Key Topics

- De-escalation strategies
- Managing difficult conversations
- Navigating incivility
- Strengthening collaborative decision-making
- Negotiation mastery

### Training Format

- Interactive Workshops
- Customizable content
- In-person or online delivery

### Benefits

- ✓ More confident and effective leaders
- ✓ Stronger council cohesion and efficiency
- ✓ Reduced tension and improved governance



# Conflict Coaching for Mayors & Councillors

Personalized coaching for stronger leadership

Leadership in local government comes with unique pressures. Our one-on-one coaching program, delivered by a former Mayor, helps councillors develop the skills and mindset needed to navigate challenges effectively.

## Coaching focus areas:

- ✓ Handling high-conflict situations
- ✓ Emotional intelligence for leaders
- ✓ Effective communication & influence
- ✓ Resilience & stress management





# Why Choose Me

## About Anne-Marie Cade

I am a former Mayor, Deputy Mayor and Local Government Councillor who knows first hand what conflict within Council feels like and how it can impact on good governance. I am also an award-winning Lawyer, Nationally Accredited Mediator, Conflict Management Specialist, Speaker and Trainer. I am a Graduate of the Pathways to Politics for Women program - University of Melbourne. I have training in negotiation skills from Harvard University, brain-based conversation skills and coaching skills - ICF certified, conflict coaching and I am a Master Neurolinguistic Programming Practitioner (NLP). I am also mental health first aider and a Churchill Fellow.

*Anne-Marie Cade*



Winston  
Churchill Trust  
*Learn globally, inspire locally.*



Resolution  
Institute  
*Excellence in dispute resolution  
across Australia and Aotearoa*



# Testimonials | Take the next step towards stronger leadership

"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. She also offers practical tips for uncomfortable conversations, whether on the campaign trail or once elected. Anne-Marie has significant knowledge on conflict resolution techniques and she can provide a unique perspective on how to navigate difficult conversations in the political context"

Licia Heath CEO – Women for Election, Australia

"Anne-Marie's expertise in fostering alternative dispute resolution principles across multiple contexts is informed by a genuine belief in the value and achievability of civility. Drawing on her deep experience as a lawyer and public figure, her practical approach to conflict management foregrounds productive and cooperative techniques to negotiating conflict."

Dr. Meredith Martin - Victorian Director and National Co-Convenor Pathways to Politics Program for Women

"'Conflict entrepreneur,' is certainly an interesting term for peddlers of conflict. Looping/reframing/redirecting and 'going to the balcony' are great conflict resolution techniques. Thank you for an engaging presentation, Anne Marie."

Workshop Participant

"'Anne-Marie Cade brought invaluable expertise to our inaugural Political Wellbeing Summit, sharing practical strategies for councillors in effective conflict resolution particularly post-campaign when relationships can be strained. Her insights helped attendees navigate the complexities of relationships with others in the governing body including how to cultivate curiosity when faced with inevitable conflict."

Emma Broomfield – Founder & Lead Facilitator, Locale Learning

## I have worked with



# Get in Touch with Anne-Marie Cade

## Book a Consultation

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## Website | Learn More

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Listen to my podcast *Cut the Conflict in Council*

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