Council Chief of Staff Update
5/21/24

Announcements

- 5/24: Liz Out
- 5/30-5/31: Isaac Out
- 6/7: Liz Out
- 6/10: Liz Out AM
- 6/11: Liz Out PM
- 6/14: Liz Out PM
- 6/12-6/20: Debbie Out (tentative)
- 6/20-6/21: Isaac Out

Council Office Activities Beyond the Usual for May

- Coordinating and staffing budget engagement events (upcoming: May 29, May 30, June 5)
- Transcribing and analyzing feedback from events
- Working with Finance and agencies to answer submitted questions and create FAQ

Reminders & Tips

Reminder: If you are planning on accessing your City login while out of the country, please contact me before you go with the dates you will be gone so we can put in an IT ticket to have them grant you access while you are away.

Reminder: If you are planning to attend a Council meeting virtually, please let Debbie know, so she can plan accordingly when setting up the chamber.

Reminder: The City's Employee Assistance Program (EAP) confidential services is open to alders. Please contact Arlyn Gonzalez, EAP Manager, if you have any questions or would like to access services. EAP is free and confidential and a great place to start when you need support with a difficult situation.

City Training Opportunities

Involving People in Decisions that Impact Them
Description: In today's interconnected world, successful decision-making centers on the active involvement of those who will be impacted by that decision. As a leader, making decisions can be one of the most difficult and stressful things you can do. This interactive course is designed to equip participants with the essential skills and strategies to identify, empathize, plan, and engage with those impacted by decisions. Through a combination of discussions, scenarios, and hands on workshops, participants will gain a deeper understanding of the dynamic nature of involving people in decisions that impact them and learn practical techniques to effectively engage people in projects and decisions. **Presented by:** Jay Winston **Upcoming Dates:** May 23, 2-4 p.m.; September 17

Conflict De-Escalation
Description: Many people struggle in the area of de-escalating conflicts with difficult people who become loud, rude, and obnoxious. Are you confident handling stress and conflict in a way that will not escalate the situation? If basic de-escalation techniques can be applied to stressful situations, the better the outcome can be. Once you can connect and identify with something that is creating stress and frustration in a person, you are on your way to de-escalating the situation. In this training, you'll learn the basics of verbal de-escalation to give you confidence when dealing with difficult people. This includes risk factors/red flags, de-escalation tips, physical warning signs of violent behavior, and scenarios. You'll

leave with strategies to make you a more confident and assertive communicator, especially when dealing with difficult people! **Presented by:** Dane County Sheriff's Office **Upcoming Date:** In person June 5, 2-4 p.m.

Plain Language and Effective Communication

Description: Are you reaching your audience? Are you getting your message across? Does the language you use reflect your commitment to inclusion? How you communicate and the language you use can serve to build positive and lasting relationships, help people understand your message, and help people make informed decisions. In this session, you will learn tools to increase understanding and engagement as well as to disrupt power dynamics in language. Learn how language can foster inclusion and how to navigate communication challenges. We will also review the ADA's effective communication requirements for public entities. This session is ideal for anyone who interacts with the public in either one-on-one conversations, text, meetings, or events. **Presented by:** Rebecca Hoyt
Upcoming Date: June 12, 9-10:30 a.m.