

Council Chief of Staff Update

6/4/24

Announcements

- 6/7: Liz Out
- 6/12-6/20: Debbie Out
- 6/19: City Offices Closed for Juneteenth
- 6/20-6/21: Isaac Out

Council Office Activities Beyond the Usual

- Coordinating and staffing budget engagement events (upcoming: 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 to attend a Council meeting virtually, please let Debbie know, so she can plan accordingly when setting up the chamber.

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: 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

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.

Gender-Inclusive Language

Description: How can you be inclusive and respectful with people of all genders? With verbal and written examples, you will leave this training with specific strategies in using language that shows your coworkers and community members of all genders that you value them. This course is part of the series of offerings related to the implementation of APM 2-52 as we work towards realizing our vision of being an inclusive organization. **Presented by:** AJ Hardie, OutReach LGBTQ+ Community Center. **Upcoming Date:** June 11, 1-3 pm. Resources: [Language Guide](#), [Resource Guide](#)

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

Council Chief of Staff Update

6/4/24

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.