

COMMUNICATION SKILLS FOR SCRUTINY

This course is specifically designed to address the communication skills of Overview and Scrutiny Councillors. The sessions are interactive involving discussion, theatre-based exercises and practical application in a simulated scrutiny session.

Course Aim

To give councillors greater awareness and understanding of how their communication skills impact upon their effectiveness as scrutiny committee members. The workshop aims to build the confidence and the skills of individual councillors and as a result strengthen the committee as a whole.

Course Objectives

Analyse the scrutiny experience

- how questions should follow one another and be coherent
- how committee members should work as a team
- the experience of the witness when appearing before the committee

Develop clear and focused communication skills

- improve personal impact with work on voice & body language

Examine status and rapport building

- pre-conceptions, prejudices and assumptions about others
- status issues, self-perception and how others view us
- body language and its impact in building rapport with witnesses

Explore questioning and listening skills

- variety of questions e.g. open, closed, leading etc.
- techniques of a good questioner
- tone of voice and how it affects questioning
- effective listening skills and responding to witnesses

Apply skills to the committee context

- simulation of a scrutiny committee meeting
 - workshop participants are divided into groups and given alternating roles e.g. questioners, witnesses, observers
 - use of case scenarios relevant to the council context

This workshop is best delivered in one day but can be offered over two evenings or afternoons. The ideal number of delegates is 12.

In-house Course:

(approx 10 delegates)

£2,500 + VAT

plus tutor/venue expenses
where applicable

All delegates receive a copy of the RADA Communication Skills manual and tutor handouts.

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This course is run by RADA's commercial subsidiary RADA Enterprises Ltd.

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Delegate Comments

"Learning through role play was an excellent means to improve my skills",
Councillor, Swindon Borough Council

"One of the best courses I have ever been on",
Councillor, Basildon District Council