

# PARISH ONLINE

*Supporting the  
Civility & Respect Pledge*

Sarah Thum-Bonanno  
Business Psychologist



## ***Sarah Thum-Bonanno***



Introducing Sarah, our wellbeing specialist and business psychologist who will be leading these sessions.

20 years experience helping people through challenges and creating better workplaces.

This session aims to build a **shared understanding** of expected behaviours, challenge poor conduct, and secure commitment to civility and respect within parish councils for a more collaborative environment.

## Ground rules:

- Please keep conversations confidential
- Stay respectful
- Be present
- Contribute and share ideas





# ***Introductions***

Your name and role

***What is the purpose of the pledge?***



# ***Purpose of the Pledge***

Addressing and transforming poor behaviour

The Civility and Respect Pledge exists to address poor behaviour in parish councils, fostering a culture of professionalism, integrity, and mutual respect, ultimately enhancing community trust and collaboration.



# ***Poll: Confidence in Challenging Behaviour***



This interactive session encourages participants to reflect on their abilities to address disrespectful behaviour within their parish councils. Your insights will help us understand the challenges and improve our collective approach.



***What does Civility and  
Respect mean in practice?***



# *Civility and Respect*

## Active Listening

Active listening involves giving full attention to speakers, acknowledging their viewpoints, and responding thoughtfully, fostering an environment of understanding and respect during discussions.

## Constructive Feedback

Offering constructive feedback focuses on specific actions rather than personal attributes, encouraging improvement while maintaining a respectful tone to uphold professional standards among council members.

## Open Communication

Promoting open communication encourages sharing ideas and concerns freely, which helps build trust and enhances collaboration, ultimately contributing to a more positive and respectful council environment.



# ***The impact of poor behaviour***

Poor behaviour in parish councils can lead to **diminished trust** within the community, hinder effective decision-making, and create a toxic environment that discourages participation and engagement from valued members.



# ***The impact of poor behaviour***

Scenario 1: A clerk is struggling with a very high workload and they are also experiencing some workplace bullying. What could they do?

Scenario 2: A clerk is struggling to communicate effectively with a councillor. What should they do?



# ***Techniques for respectfully challenging behaviour***

What could they be?



# ***Techniques for respectfully challenging behaviour***

Set clear expectations

Lead by example

Resolve conflict

Get and give support



# ***Which do you need to focus on – and how?***

Set clear expectations

Lead by example

Resolve conflict

Get and give support



# ***Reaffirming commitment to Civility***

Reflecting on our shared values is essential.

Reaffirming dedication to the Civility and Respect Pledge fosters a positive culture, enhancing our collective responsibility to uphold professionalism and integrity within parish councils.



# ***Summary and Next Steps***

The Civility and Respect Pledge is crucial for fostering a positive environment in parish councils.

Encourage champions within your council to promote these values and ensure ongoing training and support for all members.



# ***Free one-to-one wellbeing coaching sessions***

Video calls for clerks struggling with their work environment, whether that be workload, isolation, disrespectful behaviour or managing a toxic environment.

***1 hour session fully funded by Parish Online***



# ***Group coaching for raising standards***

Proactively raise standards and improve awareness of expected behaviour, Civility and Respect, Code of Conduct, and meeting high professional standards within a council.

***Enquire with CALC or SLCC Branch***



## Any questions?

To book a session, please go to:

**[www.parish-online.co.uk/wellbeing](http://www.parish-online.co.uk/wellbeing)**

For arranging customised sessions, email:

**[sarah@parish-online.co.uk](mailto:sarah@parish-online.co.uk)**