



LGMA - LGLA Joint Session 2017

Communication Styles for Constructive & Effective Communications

Scenarios

At the Council Table:

Your community is deliberating on a highly contentious rezoning application for an affordable housing development that would result in a four story multi-family building being built adjacent to an established single family neighbourhood. The public hearing has been held, the community is divided and the application is at the Council table for decision. One member of Council is dominating the deliberations and accusing other members of Council of being ignorant of the realities of the poor in your community. The tone of the conversation is escalating and the council member has accused you of being an elitist uncaring person who is just concerned about getting votes in the next election. How can the ADEAR Model help you in this situation?

With the Public:

You are a Councillor who is tasked with being Chair of the Council Parks Committee. A group of council watchers are adamantly opposed to the proposed construction of a disc golf course in a local forested park. They have asked you to attend an evening meeting to discuss the disc golf park design and to answer questions about it. You are anxious that the meeting will be very heated and you will find yourself at the pointy end of the stick. How can you use the ADEAR Model in this situation?

With the Business Community:

The president of the Chamber of Commerce recently made statements on the Chamber's Facebook page criticizing your Council for not supporting business in your town centre. As Chair of the Economic Development Task Force you want to meet with the Chamber of Commerce President to try to advance a "working together" approach. How would you use the ADEAR Model to prepare yourself for this conversation?

With Staff:

A Director on your Regional Board is rude and critical of the CAO in Board meetings. At last week's Board meeting the Director accused the CAO of withholding information from board members about apparent problems with construction of a regional water line. You plan to discuss your concerns about the Director's behaviour with the Board Chair who you have not always found sympathetic to issues related to good conduct with staff. How would you use the ADEAR Model to prepare yourself for this conversation?