

# CONSTITUENT MANAGEMENT

ERIN RILEY CONSULTING

# TODAY WE WILL EXPLORE



Reflect on emotions for you and the constituents in the current environment



Strategies for De-escalating whilst still maintaining good service



Other options and next steps



**HOW DO YOU FEEL  
AT THE MOMENT ?**



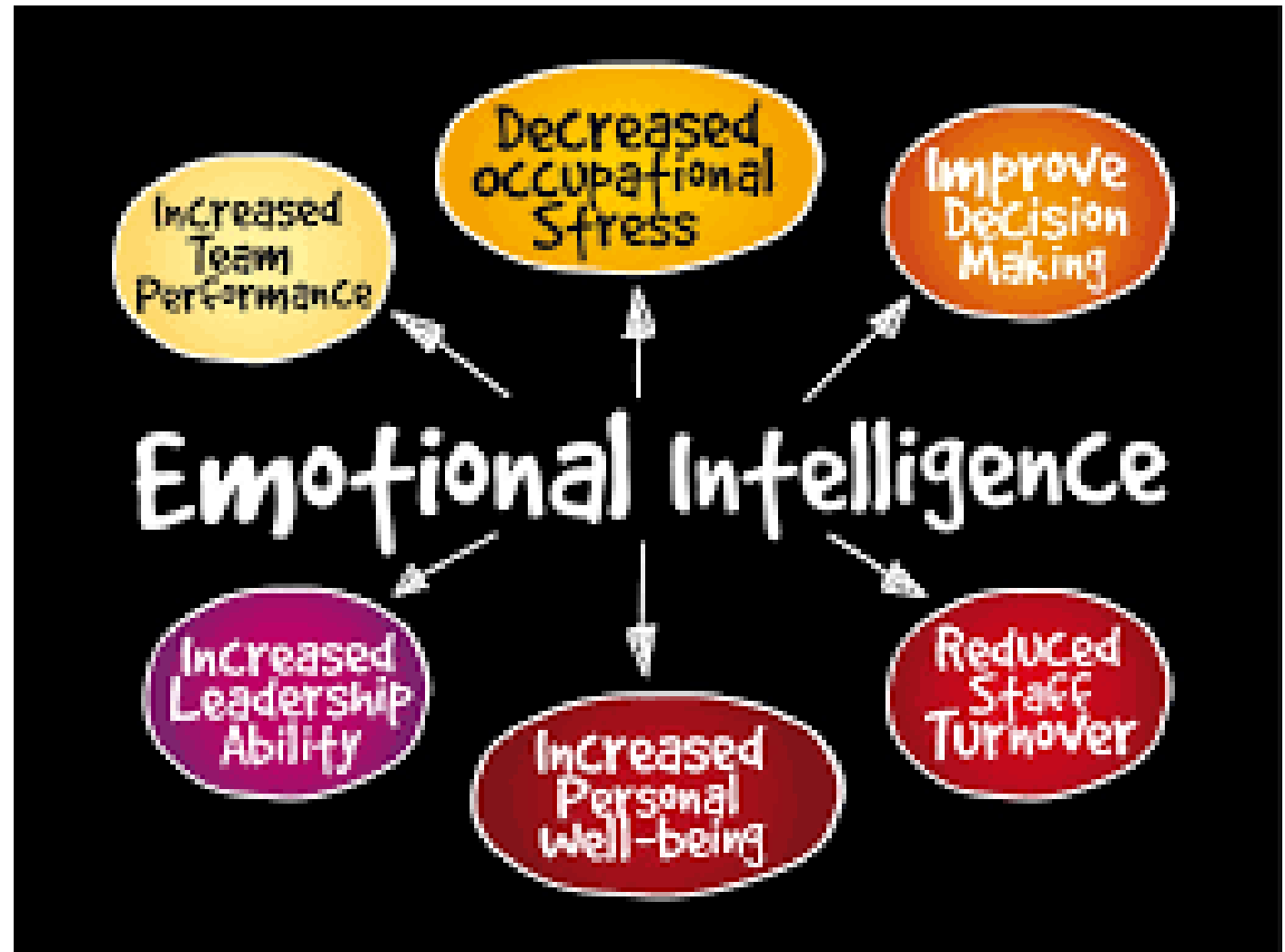
**WHAT ABOUT  
CONSTITUENTS?**



**EMOTIONAL  
INTELLIGENCE  
DANIEL GOLEMAN**



- How can it help



# DE-ESCALATION STRATEGIES



SHOW EMPATHY  
AND BE NON  
JUDGEMENTAL



RESPECT  
PERSONAL SPACE



USE  
NONTHREATENING  
NON VERBALS



AVOID OVER  
REACTING



FOCUS ON  
FEELINGS



SET BOUNDARIES



ALLOW SILENCE  
FOR REFLECTION

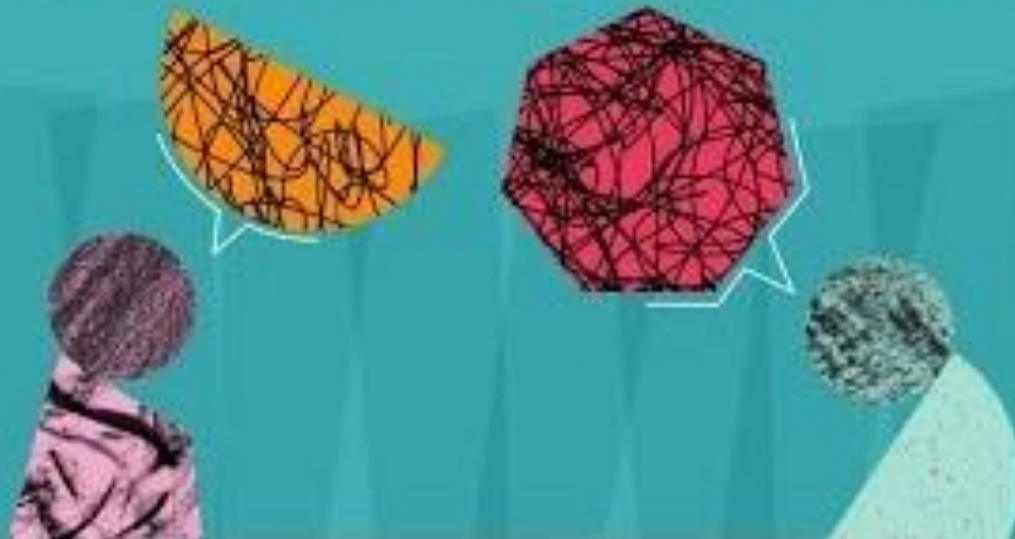


ALLOW TIME FOR  
DECISION MAKING



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# DE-ESCALATING AN ARGUMENT



## REFRAME

- Here's what we know
  - e.g. After school care rebates stops after .....
- Here's what we have done or can do.....
- Here's what's next  
.....





**HOW CAN YOU  
HELP – WHAT  
ARE SOME  
OTHER OPTIONS**

## THINK ABOUT

- New Start, contacts at various agencies
- Bank options ceasing mortgage payments
- Accessing Super
- Deeming rates – reducing rates in small business
- Operational options, staff reduce pay for a period of time, taking leave, leave with out pay, job share
- Defer tax payments
- Small business help
- Rotary
- The Men's shed
- Salvation Army
- Money Smart
- Financial Services
- In your electorate community organisations food pantries, transport, clothes

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## HOW ARE YOU COMMUNICATING?

**YOUR MEMBER  
NEEDS TO INFORM  
AND SUPPORT,  
GIVING ACCURATE  
MESSAGES**

Some constituents believe not enough information is getting through to them, think about

Newsletters

Social media, feedback , Nation builder

Help sheets

Virtual platforms

Other contacts

## SAMPLE COMMUNICATION

These are uncertain times for many of us, particularly in economic terms.

There are a number of measures that have been put in place by the **ACT Government** to assist Canberra families, individuals and businesses. [Details of these can be found here.](#)

- The **Commonwealth Government** have also announced wide-ranging support for Australians in these extraordinary times:
- More information on measures to support **business and employers** can be found [here](#)
- More information on income support for **individuals** can be found [here](#)
- If you need **early access to your superannuation**, find out more [here](#)
- More information on **deeming rates and support for retirees** can be found [here](#)
- Additional announcements will be made in coming weeks and I will continue to keep you updated as details become available.
- If you are having trouble accessing any of these supports or don't know where to start please get in touch, once again I am here to help where I can.

# CLIENT VALUE

