



## **Workshop One – ERO performance standards**

**Trainers: James Pack and Clive Joynes**

The Electoral Commission have launched a revised performance standards framework for EROs. This workshop will look at what the revised standards require; how you can ensure compliance; how you can embed the standards within your own teams; the plans, strategies and records you need to have in place; how you can monitor and evaluate progress against your plans and strategies. It will dissuade you of any perception that the performance standards are a tick-box exercise and will instead highlight their importance in providing a framework for all your electoral registration activity.

## **Workshop Two – Running Combined Polls**

**Trainers: Emily Yule and Martyn Harris**

This workshop will look at the challenges that often arise when polls are combined, including: which polls must/may/cannot be combined; what processes must be combined, and what you have a choice over (poll cards, notices, the issue of postal votes, polling station stationery, number of ballot boxes, etc ...); the implications for the nominations process; the impact on the verification and the count (e.g. does verification need to be completed for all polls before counting can begin?); and the apportionment of election costs. It will provide good practice and tips to help deliver successful combined polls.

## **Workshop Three – Adapting Your Communication Style for Your Audience**

**Trainer: Richard Wills**

We meet and interact with many specialist groups of electors whilst doing our job; this might include teenagers, someone who is homeless, a gypsy/traveller or someone with a learning disability. This can make communication difficult with key messages that you want to pass on being lost. This workshop will help you to look beyond the persons group

and instead focus on and identify the persons personality and communication style so that you can build your response around it. By the end of the workshop, you will:

- Be able to understand and adapt your personality to suit your audience
- Be able to identify someone's communication style and adjust yours accordingly
- Be able to understand the power of matching and mirroring

## **Workshop Four – Postal Vote Opening**

**Trainers: Gina Jones and Clare Oakley**

This workshop will address the complexities around absent voting, including: the receipt and opening of postal votes; cancellation and retrieval of returned postal votes; integrity issues; maintaining the absent vote record and lists; postal vote identifier rejection notices; storage; form K; and the crucial importance of maintaining audit trails. It will provide good practice and tips to help deliver absent voting from both an ERO and RO perspective.