



**STRATEGIC
STEPS
INC**

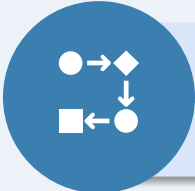
Making Civics Civil Again

Understanding and managing incivility and harassment in the municipal sector

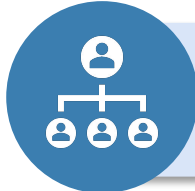
ADVOCACY DAYS 2025



What We Do



STRATEGIC PLANNING



ORGANIZATIONAL REVIEWS



GOVERNANCE



CODE OF CONDUCT REVIEWS

Nfld. & Labrado

Disgruntl

town offi

Welland

to Threa

News Home

Former
in count

St. John's election candidate facing death threats,
harassment due to transgender identity

Council
s election

to investigate

Hara

Cou

Quebec launches helpline for municipal politicians as many quit amid growing harassment

Almost 10% of Quebec's 8,000 local politicians have quit since 2021. In a 2023 survey of mayors and city councillors, 74% reported experiencing harassment or intimidation

to work

owers and harassment all

Thursday, 18 Februa

By Linda Morgan

Thursday, 2

By Geoff W

With about a year a
term, a Welland Cit
resigned.

Lucas Spinosa made
announcement on T
vandalism, threats a

The 26 year old own
Sheep on Niagara sa
numerous physical t
his family and his sta
threats and attempte
business.

Spinosa says it started about a year and a half a
emergency shelter project at the Welland Tenn

Haley Bate
protecting

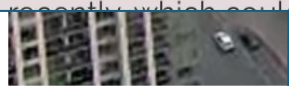
A Niagara R
dealing with
women, wil

Haley Bateman was pushing for Bill

recently, which could remove one of



The Canadian Press
Patrice Bergeron



Why Is This Happening?



Decline of the social contract



Individualism vs community



Social media



Polarization

*Diane Kalen-Sukra – “Save Your City”

Plus, In New Brunswick...



Reform process



Inexperience



Resistance



Uncertainty

There is only one
way to eat an
elephant: one bite
at a time.

Archbishop Desmond Tutu



Tools

Communications

- Messages
- Channels
- Tone
- Training

Policy and Processes

- Values
- Consistency
- Clarity
- Awareness
- Consequences

Practical Steps

- De-escalation training
- Signage
- Strategic partnerships
- Civility moments
- Effective engagement

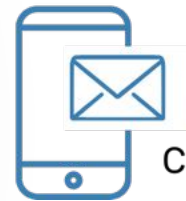
Behaviours

- Individual



**Building
Great
Governance
Together**

Thanks!



Contact me today!
craig@strategicsteps.ca

709•728•0065