

LGPro Regional Learning Hub – Gippsland Region

As the member association and leading voice for people working in Victorian local government, LGPro serves all Victorians, no matter where they work and live.

LGPro is committed to improving accessibility and affordability of professional development across regional Victoria. LGPro has created a Regional Learning Hub in Traralgon with the support of Latrobe Council, bringing in-person professional development to the region.

The following workshops will be held at **Gippsland Performing Arts Centre (GPAC), 32 Kay Street Traralgon.**

INTRODUCTION TO LOCAL GOVERNMENT



Introduction to Local Government provides an overview of local government and the important role it plays.

RECOMMENDED FOR	DATE	COST	REGISTER
People who are new to local government or those who want to improve their knowledge of Council governance.	14 October 2026	Non-member: \$295 incl. GST LGPro Member: \$295 \$205 incl. GST	

HANDLING CHALLENGING INTERACTIONS WITH CONFIDENCE



Local government staff regularly navigate complex, high-emotion interactions with their community. And like any workplace, these difficult exchanges can take place between team members. This is a practical workshop that equips participants with proven tools and strategies to stay calm under pressure, de-escalate hostility, and hold clear boundaries while maintaining trust and professionalism.

RECOMMENDED FOR	DATE	COST	REGISTER
• Frontline customer service staff • Staff who regularly interact with the community, including compliance, planning, finance, and regulatory roles • Managers and team leaders supporting staff in community-facing roles • Any local government staff seeking to build confidence and resilience in challenging interactions	15 October 2026	Non-member: \$455 incl. GST Member: \$455 \$325 incl. GST	