

How to Not get Yelled at, and Why You Shouldn't

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What Just Happened

- Charles City
 - [Trail Meeting](#)
- Oelwein
 - Audio
- Newton
 - [Lawsuit](#)



Why are You Getting Yelled at?

- Recent City Project
- Unpaid utility bill
- Full Moon

Steps to Take When Getting Yelled at

- City Council
 - Public Safety
 - Mayor's Role
 - [Policies in Place](#)
 - Trainings
- City Staff
 - Trainings
 - Create a standard
 - Take time to deal with the incident

Why You Shouldn't get Yelled at

- Public Servants, not robots
- You are not required to be berated
- It is okay to hang up or remove yourself from a situation

Conclusion

- Be ready and be trained
- You need a policy
- Respond appropriately

Questions

