

# *CanMediate International*

*From Discord to Dialogue - Solutions That WORK!!*

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## **Creating Organizations That WORK!! The Link between Conflict, Success and Profitability™**

### **Keynote or Breakout Session**

**Presented by: Ruth Sirman, CanMediate International**

As leaders we are accountable to 'others' (employer, shareholders, members, employees public, etc) for providing and implementing the strategic direction within our organization, for getting the mandated job done, for and we have a further responsibility to our employees to provide a functional and effective workplace. . It can be a lot to juggle and the result can be stress, frustration and limited success. The reality in many organizations is that distraction and disruption are more prevalent in the workplace than productivity and focus – and that costs money. When conflict hits (and it will...), the impact can be difficult to manage – financially, personally and organizationally and the ripple effect can create greater problems.

As consultants working in organizations, we have a need to help the leadership team understand the behind-the-scenes dynamics so that they can plan and find solutions that address the real issues in their organizations rather than the symptoms and avoid putting bandaids over abscesses.

**Creating Workplaces that WORK!!!™** is designed for CEOs, executives, managers, supervisors and consultants. Ruth works with her audience to examine the problems and symptoms of organizational reality on the continuum from healthy to ailing (or even toxic) dynamics with humour, sensitivity and hope. It is a light-hearted, fun and interactive exploration of the powerful behind-the-scenes dynamics of the workplace (and strategies that can help!) including:

- ✓ The reality of leadership when things get rough...
- ✓ Organizational culture and workplace atmosphere – is yours helping or hurting?
- ✓ The intangible Archetype patterns found in every organization – and the competitive advantage this knowledge can provide
- ✓ The dynamics of individual and group relationships in your organization can drain your profits away...
- ✓ The risks and costs of unresolved conflict and dissatisfaction
- ✓ Leadership strategies that can help you navigate the inevitable 'hotspots' that can derail even the best plans...
- ✓ Strategies to engage employees in changing the dynamics, improving the atmosphere and create a healthier more productive organization

While every organization has conflict, successful groups have created ways to leverage that conflict to create healthy productive and profitable workplaces. Leaders who can inspire colleagues and employees to leverage the potentially negative force of conflict into constructive growth and change will achieve a flexible robust organization that is able to resist the challenges it will encounter.

Join Ruth to explore this relevant, practical and complex topic.

## **Presentation style and format**

This session will be hands-on interactive a combination of theory and practical tools delivered through mini lectures, facilitated discussions, individual and group exercises, case studies and analysis.

## **Target Audience**

This workshop is targeted at CEO's, senior executives, management and others in formal and informal leadership positions. It can also be customized for combined management / employee groups.

## **Return on Investment**

This session is intended to give participants tools, resources and strategies that can help them to understand and address:

- A sampling of the powerful behind the scenes patterns and archetypes that are the frequently unrecognized drivers behind the symptoms of conflict and disruption
- The cost of unresolved or poorly resolved conflict in organizations
- The risks of toxicity and dysfunction - and ways to immunize your organization
- The role of leadership in influencing the organizational culture particularly when things are heating up...
- Strategies for leveraging conflict to increase organizational health, productivity and success.

## **Duration:**

This workshop can be done as either a 60-90 min keynote or a 2, 3 or 4 hour breakout workshop session. Depending on the length of the session, participants will have the opportunity to explore the topic using a variety of individual reflection, small and large group discussions, case study analysis and storytelling and Q&A session. In the longer sessions there will also be an opportunity to people to work with their own organizational situation that will help to integrate the material and provide additional understanding and take-away strategies.

## **Resources/equipment required**

This presentation requires:

- 2 flip charts
- LCD / Power Point projector
- Laptop (may be supplied by the presenter)
- Lapel microphone for large rooms / larger groups where amplification is needed

## **Information on Ruth Sirman**

### **Short Bio:**

Working as a mediator, trainer and speaker since 1992, **Ruth Sirman** is a veteran in the world of Alternative Dispute Resolution. She has been called a talented mediator, a high content speaker, an amazing trainer, a 'tell-it-like-it-is realist, a stand-up comedian with a message and a few others things as well... But no matter what you call her, know that her objective in life is to help people learn to manage the tough situations they create – and live to tell about it!

### **Longer Bio:**

Working as a mediator, consultant, trainer and professional speaker since 1992, Ruth Sirman is a veteran in the world of Alternative Dispute Resolution and Organizational Development. Her specialty is large complex, multi-party interventions - often succeeding where others have failed. Her understanding of organizations and of human behaviour, her quick wit and humour based "down

home” practicality have made her a much sought after professional speaker - nationally and internationally

She has been called a talented mediator, a high content speaker, an amazing trainer, a ‘tell-it-like-it-is realist, a stand-up comedian with a message and a few others things as well... But no matter what you call her, know that no matter where you meet her, she will give you something to think about, challenge you to look at life in new ways and keep you laughing through it all. Her objective is to help people learn to manage the tough situations they create – and live to tell about it!

She is an Accredited Mediator with the Workplace Mediation Association, a member of the Canadian Association of Professional Speakers and the International Federation of Professional Speakers and has a Master’s Certificate in Mediation from The Leonard Institute.

**To see Ruth in action:**

Youtube channel: [www.youtube.com/canmediate](http://www.youtube.com/canmediate)

References and C.V available on request or for more information: [www.canmediate.com](http://www.canmediate.com)