

# CanMediate International

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

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## **Navigating the Rough Spots!! Connecting Choices, Conflict and Productivity™**

### **Keynote or Breakout Session**

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

### **Summary**

When we work in an organization we are accountable to 'others' (employer, shareholders, members, employees, colleagues / team members, the public, etc) for the choices we make, the impact of our actions and behaviour and for getting the mandated job done. We are also responsible for our personal and collective contribution to how our workplace 'is' - a healthy productive workplace or a dysfunctional even toxic environment.

As the 'go-to' people in an organization (the formal or informal leaders) we exert a significant amount of influence over what happens. 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 can disrupt projects, affect reputations and cost 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.

### **Outline**

**Leading Through the Rough Spots...™** is designed for both formal and informal leaders in organizations - employers, senior managers, managers and supervisors and influential employees as well (the informal leaders in our organizations). 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 the role of formal and informal 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 and how they derail success and drain 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. Influential people in the organization can inspire colleagues and employees to leverage the potentially negative force of conflict into constructive growth and change that will create a flexible robust organization able to thrive in challenging circumstances.

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 both managers and employees (the formal or informal leaders' in organizations). It can also be customized for separated groups of management or employees.

## **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 both formal and informal 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)