

The Accidental Mediator – Getting Caught in Somebody Else’s Fight!™

Keynote or Breakout session

Presenter: Ruth Sirman, CanMediate International

The primary objectives of this session will be to provide participants with:

1. The opportunity to become more comfortable in the role of an Accidental Mediator
2. The opportunity to increase their level of knowledge of the Do’s and Don’ts of defusing conflicts.
3. A checklist of steps to de-escalate conflicts effectively

Presentation Description:

While the majority of people attempt to stay out of other peoples’ fights, there are times when we get caught up in them as part of our job. While this is not a pleasant place to be, it is a common reality for managers, real estate agents, HR Professionals, union representatives, clergy, teachers and parents.

Whether we are new to the business world or well seasoned in the role, the ability to de-escalate conflict effectively, to know when to step in and when to step back are critical skills for anyone who finds themselves caught in the middle of other peoples’ conflicts.

This interactive practical session will help participants explore:

- Confrontation or collaboration – how a change in mindset can change the results
- Escalation prevention – keeping the situation under control
- Engaging cooperation with those who may be angry, reluctant or hesitant
- Staying impartial – how to avoid taking sides
- Strategies to keep the discussion focused and on track – and achieve what we need
- Tips to deal with some common challenges that can occur

The session will be structured to assist participants to move from a general discussion of the dynamics of conflict and human interactions to a more detailed discussion of practical de-escalation and resolution strategies.

Depending on the length of the session, participants may have the opportunity to actually engage in case scenarios, debrief the results with their partner and with the group. Shorter sessions may not have the time for a full exercise.

Duration: 1- 3 hours (shorter sessions will have less individual practice time and more group discussions)

Return on Investment:

This session will provide instantly usable, practical tools for those who find themselves caught in the middle of others conflicts. Save time, keep projects and initiatives on track – learn how to help others get past the conflicts that are disrupting YOUR life!

CanMediate International

From Discord to Dialogue - Solutions That WORK!!

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Presenter:

Working as a mediator, trainer and speaker since 1992, **Ruth Sirman** is a veteran in the world of Alternative Dispute Resolution. She came into the business world with no business training, no business experience and no idea what she was getting herself into. After 19 years of running 2 successful businesses and surviving 4 interesting kids (who are now interesting young adults), she has learned a lot about negotiation, conflict management and communication. In addition to many courses in conflict management, communication, and relationship dynamics, she has taught both Interest Based Mediation and Negotiation at the university level as well as to clients as professional development courses.

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 other things as well... But no matter what you call her, know that no matter in what context 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 in life is to help people learn to manage the tough situations they create – and live to tell about it! For more information, check out www.canmediate.com.