

CanMediate International

From Discord to Dialogue - Solutions That WORK!!

43 Oberon St, Ottawa ON K2H 7X6
Tel: 613.599.8177 Cell: 613.298.8105

Email: rsirman@canmediate.com
Website: www.canmediate.com

Discover Your Leadership Conflict Blueprint™

Presenter: Ruth Sirman, CanMediate International

Duration: 1.5 hour keynote, breakout session, ½ day or full day workshop.

Program Summary:

- ❖ Has unexpected conflict ever created serious problems in your organization?
- ❖ Do 20% of your employees consume 80% of your time?
- ❖ Have you ever walked away from a situation unhappy with the way you handled it? Or lain awake at night trying to figure out the best way to handle a situation?

Leadership is a topic that is frequently talked about these days. But what does it mean? Is it where our name sits on the Org Chart? Is it the job classification category that we hold or the number of direct reports we have? Is it our vision for the organization and our capacity to take the organization in that direction? Is it the personal skills and attributes that we bring to the role that we have? Can one be a leader without the fancy office, the position title and the big salary? What influence does 'who' we are, have on how we lead?

If we take a group of individuals and bring them together, give them a mandate and a job to do, provide some resources, develop policies and procedures and put someone in charge we have created an organization. But not every organization meets its mandate or achieves what it set out to do. What makes the difference between a group that efficiently gets the job done and one that limps along achieving mediocre results at best (and typically making excuses for the ongoing failure to produce results).

The level and style of leadership in the organization is often the tipping point between success and failure to achieve results. There are many factors that influence what is going on in an organization but few things have the potential to derail the group's capacity to function normally like a good conflict. And unresolved or poorly resolved conflict can rapidly escalate a minor problem into a negative dynamic that can create unparalleled levels of dysfunctionality, stress, tension and disruption.

The style of leadership in managing interpersonal and organizational conflicts is a major factor influencing the way employees react when they find themselves facing problems. Every human being has a default pattern that defines our instinctive reactions in conflict situations. Most of us are unaware what that pattern is, where it came from and whether it is supporting our success or impeding it. As leaders, our level of influence in our organizations is significant. Thus our own personal Conflict Blueprint is a key factor in defining our leadership style, particularly in those times when our leadership is most important – in situations of crisis and conflict.

Participants will have the opportunity to explore the topic using individual reflection, small and large group discussions, case study analysis and storytelling. There will also be a facilitated group simulation and Q&A session.

ROI: What will you get by attending this session?

Participants will leave with a clearer understanding of:

- Their impact that leadership style has on organizations
- Senge's Rules of Systems that can contribute to workplaces and organizations dynamics
- The role of leadership in creating healthier workplaces
- Practical strategies and tools that can help assess the health of your organization and make positive changes.

Please contact Ruth to discuss how this (or other programs we offer) may be useful to your group - 613.298.8105 or info@canmediate.com for a consult.

Resources/equipment required

This presentation requires:

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

To see Ruth in action:

Website: www.canmediate.com

Youtube channel: www.youtube.com/canmediate

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 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 has a Master's Certificate in Mediation from The Leonard Institute, is an Accredited Mediator with the Workplace Mediation Association, is a member of Mediators Beyond Borders and is completing her International Mediator Certification through the International Mediation Institute. She is also a member of the Canadian Association of Professional Speakers and the Global Speakers Federation.

For more information or to discuss, please contact Ruth at 613.298.8105 or infor@canmediate.com