

CanMediate International

From Discord to Dialogue - Solutions That WORK!!

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Leading Organizational Culture Change – Creating Healthy Workplaces That Last!™

Keynote or Breakout session

Presenter: Ruth Sirman, CanMediate International

Session Summary:

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Understanding the dynamics of organizational culture and Systems Theory - and how they interconnect to create the complexity that is your organization can give a leader a competitive advantage in terms of creating a flexible, robust organization that can weather the challenges it will face - and still be successful!!

So what happens when you take on a new leadership role and discover you have inherited a mess that will make achieving your mandate a challenge? Maybe you find that:

- Turnover rates are high,
- Productivity is lower than it should be,
- Absenteeism leaves you shorthanded on a regular basis
- Tension between individuals or teams seems to permeate the workplace
- Grievance and formal complaints seem too common

And everyone is looking to you to make it all better...

What is contributing to the negativity and problems?

Where do you start? And how do you avoid the pitfalls that could make things worse?

Every organization is a melding of individuals, mandates, resources, policies, expectations and realities. Not all organizations achieve their objectives or qualify as a 'great place to work'. While there are many factors that influence success, the organizational culture (including how conflict is managed) and the level and style of leadership in the organization are frequently the tipping point between success and failure to achieve results. But there is more that helps to create the system that is your organization.

The 'system' is a combination of the organization mandate, the organizational culture, traditions, operational reality, the unwritten rules, relevant policies (both formal and informal), the larger group, and all the inter-connections and complexity that happens when all of this is put together.

Knowing how to decipher the system dynamics in a conflict can help the leader to understand the situation at a much deeper level. During this session we will look at the research around organizational systems, the identified common patterns that can cause conflict to escalate and

the impact these can have on relationships and people's ability to work together effectively. We will also explore some effective strategies that leaders can use to help the parties understand the situation more clearly and work towards resolution.

Topics that could be covered:

1. The Rules of Systems
2. Understanding the patterns – what is really going on?
3. Archetypes – both positive and negative
4. Simplifying the complexity – strategies for bringing recognizing the system dynamics and how they may be impacting on the parties, the resolution of the conflict and the mediation process.

Target Audience:

This workshop is designed primarily for executives, senior leaders / managers, employers, HR, Union representatives and consultants working with organizational culture change, transformation, group conflict and group dynamics. It can be refocused for executive, senior management and management audiences.

Return on Investment (ROI)

Participants will have the opportunity to take away a clearer understanding of:

- How organizations really work
- The research that has been done to demystify root causes that may be at work
- Unrecognized or unacknowledged factors that may be impacting their own situations
- Strategies to help navigate the complexity of interconnectedness and relationships within groups
- How to leverage this knowledge to help their organization function more effectively

Duration:

This session can be delivered as a keynote, breakout session or a full day presentation. Shorter sessions will be custom created by focusing on specific content and reducing the depth of the theoretical and practical analysis.

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.

Resources/equipment required:

- 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

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