

Priorities, Perspectives and Personalities™ - Disentangling Intentions, Choices, Impacts and Conflicts

Keynote, Breakout or Full day Training Session

Presenter: Ruth Sirman, CanMediate International

Synopsis and Summary

Have you ever wondered why you get along well with some people and not with others? Why people react the way they do? And what could possibly be going through their mind that would cause them to make the choices they have made? As human beings our interactions can be constructive and positive but they can also be conflicted and destructive. Whether it's in a workplace, a family or a group of friends, understanding what influences reactions can help us to manage those relationships more effectively.

There are many explanations for what happens in human interactions that can help to explain the situations in which we find ourselves. Whether we are the authors of what transpires or an unwitting and possibly unwilling player in a situation catalyzed by someone else, every person involved makes choices and decisions about what they will say and do (or not say and not do) that influence what happens next and how the situation evolves... We are all influenced by our priorities, our beliefs about what is important and our default approach to relationships and the situations around us.

Whether our priority is to find solutions, to build relationships, to ensure that things are being done appropriately or to support and inspire ourselves and others, we all have priorities, intentions and approaches that influence how we view the world and shape our interactions with others. In business these insights have the potential to help support the creation of more effective working relationships and improved interpersonal dynamics. And the more we understand our own personal style that guides our choices, influences our communication style, focus and priorities, the more effectively we can understand others reactions to us.

This session will explore some of the primary priorities, intentions and approaches we use as human beings when we interact with each other. Using a light hearted, humourous approach we will explore the interactions between our approach and that of our team mates. When it is working well it results in solid decisions and well-functioning robust teams... and when it doesn't we can see it derail conversations, escalate conflicts, create hard feelings and increase tension and stress in relationships both at work and at home. As a manager or employer, it is crucial to understand what is really going on in a situation so that efforts to resolve the situation are focused on what really needs to be addressed.

Return on Investment

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

- An understanding of the link between priorities, intentions, approach and conflict
- The behind-the-scenes dynamics that are often the unrecognized drivers behind the dynamics in relationships and interactions between individuals and groups.
- Explore strategies to support increased success at dealing with those who have a different set of priorities and intentions and the creation of healthier, more productive working relationships

Target Audience

This workshop is targeted at management and employees, union and HR or anyone who works with others and needs to build healthy, effective relationships. It can also be customized for separated groups of management or employees.

Duration:

This session can be delivered as a 1.5, 2.0, or 3.0 hour keynote or breakout presentation. A full day session is also possible. Longer sessions will be able to address interactions in more depth and the overall topic more thoroughly with more theoretical and practical analysis, exercises and opportunities for discussion and strategic planning on how to integrate the material into day to day operations.

Presentation style and format

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

Resources/equipment required

This presentation requires:

- 2 flip charts
- LCD / Power Point projector and 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.

To see Ruth in action:

Youtube channel: www.youtube.com/canmediate

References and C.V available on request or for more information: www.canmediate.com

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!

For more information, check out www.canmediate.com

Youtube link: <http://www.youtube.com/watch?v=vdnGtfyEtLY&list=UUC6-B7OgpFhVwJq1DRMb1iA&index=14&feature=plcp> for a clip of Ruth in action. More videos are available at www.youtube.com/canmediate.

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

References and C.V available on request or for more information: www.canmediate.com