

CanMediate International

From Discord to Dialogue - Solutions That WORK!!

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Surviving Resolution Resistant Super- Conflicts in Organizations and Supporting Organizational Culture Change!

Presented by Ruth Sirman, CanMediate International
Duration: Keynote, Breakout or full day Training Session

Goals of the Session

The goals of this session is to provide a forum where participants at the conference can discuss the realities of conflict within organizations from their experience and where we can share our knowledge and experience in working within this field.

Overview of Session Design

This workshop will address the challenges of working with serious resolution-resistant multi-party and organizational Super-conflicts from both the theoretical and practical perspectives. This session will be an interactive, practical hands-on exploration of the dynamics of serious organizational conflict including:

- What is a super-conflict?
- Organizational realities
- What are the breeding grounds for super-conflicts?
- Risk management – the challenge of change
- Making the business case to owners, employers and employees
- The dynamics of co-operation and building good relationships
- Potential Treatment protocols for Super-conflicts

Objectives and Takeaways

The objectives of this session are to provide participants with the opportunity to explore:

- The dynamics of serious organizational conflict
- The reality of organizational culture and its contribution to organizational conflict
- The factors that contribute to the evolution of resolution-resistant super-conflicts
- Strategies for addressing these situations and maximizing the potential for success

Return on Investment:

Participants will have the opportunity to take away

- Increased awareness of the factors that can lead to complex conflicts in organizations
- An enhanced ability to understand and deal effectively with major conflicts in workplaces, volunteer organizations, faith communities and other types of multi-party and organizational conflict
- Practical, useful and relevant tools for assessing the state of the organization
- Strategies to help address these situations

Real Life Practice / Empirical Evidence Supporting Key Ideas

CanMediate International has been working with complex, resistant organizational conflicts since 1996. This has led to the development of strategies to support organizations to successfully address these difficult conflict situations, namely our Partnered Workplace Renewal Process™.

Our practical experience applying this process in the field with small and medium sized organizations has led to a reputation for being able to help when others have failed. The process is a combination of solid conflict management strategies and processes combined with an understanding of Organization Development issues and strategies to create a multi-pronged approach.

Organizational culture is a powerful force in any organization and it contributes to the atmosphere that people involved with the organization encounter. Whether that organization is a workplace, a community association, a business or a faith community there will be an atmosphere within the organization that is part of what defines it. Every organization is continually evolving and changing – and the organizational culture changes with it. How an organization deals with conflict is part of that culture and an integral part of individuals and groups experience of the organization.

We spend a significant portion of our life within the different organizations of which we are part including those within which we work whether it is in our community organizations, our workplace, our faith groups or even our extended families. Research is showing that organizational atmosphere has a tremendous impact on recruitment, retention, productivity, morale, burnout and stress levels. There is both a \$ cost to this as well as the toll it takes on the people involved. Whether the organization relies on volunteer labour, paid employees or members to make it successful, organizational and group conflict can create major negative impacts on our lives irrespective of where it occurs.

Format and Delivery Methods

The format will include mini-lectures, facilitated discussions, individual and group exercises. Handouts can be provided either electronically or in paper format. Exercises will be provided in hard copy format.

This is an intense interactive, participative program. The amount of practical work participants will have the opportunity to do in exploring this complex topic will depend on the length of the session.

Relevance to participants

Conflict is a global phenomenon and the links between conflict management and successful organizations are very strong. As organizations develop and grow, conflict is an inevitable factor that has the potential to be a positive inspiration for dialogue and constructive change or the negative force that tears the organization apart. Most organizations find themselves somewhere in between these two extremes. Learning to recognize the warning signs, understand what is going on behind the scenes and having strategies available to help resolve the conflicts effectively can make the difference between a successful and powerful organization and one whose focus is on the internal drama within the organization rather than meeting the mandate and getting the job done. OD practitioners are uniquely positioned to support organizations to take the necessary steps to resolve their conflicts effectively.

100 word Abstract:

We spend a significant portion of our life in various organizations including being 'at work' and yet for many people an organization may not a positive place to be. Cliques, camps, hidden agendas, manipulation, grievances, complaints and deteriorating productivity are all symptoms of a toxic organization. What happens when you encounter a group conflict that seems to resist all efforts to reach resolution?

Join us for a fun, practical and interactive exploration of the nature of complex and tough conflicts in organizations, tools for recognizing when things are getting out of control and effective strategies that can help improve the situation.

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

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:

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 other 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!

Youtube link: <http://www.youtube.com/watch?v=vdnGtfyEtLY&list=UUC6-B7OgpFhVwJg1DRMb1iA&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 other 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.