

CanMediate International

From Discord to Dialogue - Solutions That WORK!!

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Working Here is Killing Me™!!!

Keynote or a 1, 2, 3 or 4 hour Breakout session.

Presenter: Ruth Sirman, CanMediate International

Outline:

No matter where we sit on the corporate ladder, we spend a significant portion of our life 'at work' and yet for many people 'work' is not a positive place to be. Research shows that this negative working atmosphere has a tremendous impact on productivity, morale, employee turnover, burn-out and stress levels. The cost of this negativity is two fold, there is the \$ cost as well as the personal toll taken on the people involved. Frequently we find increased demands on EAP programs, grievances, workplace bullying and violence leading to disengaged employees and high turnover rates. This can negatively impact our succession plans and influence our ability to recruit and retain top talent.

For senior executives who have been mandated to create a healthy and functional workplace, the negativity that can be generated can be frustrating, complex and in some cases baffling. In addition to the legislated and mandated expectation on employers, conflict and dysfunction creates a level of distraction in workplaces which typically results in lost employee productivity and escalating costs.

Solid and appropriate Leadership / Management action (or inaction) makes a difference!

The 2011 CRHA CROP Survey conducted in Quebec indicates that 79% of workers experienced conflict often or occasionally in the last year and that the way it is handled has a major influence on whether conflicts adversely affect performance, productivity and atmosphere. According to this survey, "32% of employees indicated that they had witnessed conflicts when management took action to resolve them versus 68% in cases where it took no action whatsoever".

Working Here is Killing Me™!!! is a light-hearted, fun and interactive exploration of the dynamics of the workplace including:

- ❖ The evolution of conflict in the workplace – from minor challenges to resolution resistant 'Super-conflicts'
- ❖ The costs of unresolved or poorly resolved conflict
- ❖ Disgruntlement, disengagement and dissatisfaction – why are employees so hard to please?
- ❖ Workplace atmosphere and why it matters
- ❖ Organizational culture – is it helping or hurting?
- ❖ The role of leadership and management in creating a healthy workplace
- ❖ An overview of strategies to engage employees in participating in changing the dynamics and improving the atmosphere

Join Ruth as we engage in a constructively frank discussion of the problems and symptoms of healthy v.s. ailing or toxic workplaces with humour, sensitivity and hope (and strategies that can help!).

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.

Duration: This workshop can be done as either a 1, 2, 3 or 4 hour session. The longer the session the more practical experience participants will get in exploring this complex topic. Depending on the length of the session, participants will have the opportunity to explore the topic using a variety of individual reflection, small and large group discussions, case study analysis and storytelling and Q&A session. In the longer sessions there will also be an opportunity for participants to apply the concepts to their own situations that will help to integrate the material and provide additional understanding and strategies.

Target Audience

This workshop is targeted as CEO's, senior executives, management and others in formal and informal leadership positions. It can also be customized for employee groups with a focus on

Return on Investment

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

- Analyze the dynamics of how toxic workplaces evolve, workplace conflict, it's costs and risks
- Identify negative patterns that may be indicators of escalating conflict / toxicity
- Gain insights into why creating healthy workplaces is a worthwhile investment
- Recognize the role of leadership (formal and informal) in the evolution and resolution of toxic work environments
- Develop constructive, effective and practical strategies for engaging employees in working towards a healthier workplace atmosphere through workplace renewal initiatives.

Resources/equipment required

This presentation requires:

- 2 flip charts
- 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:

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-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!

Ruth is an Accredited Mediator with the Workplace Mediation Association, has a Master’s Certificate in Mediation from The Leonard Institute, is a member of the Canadian Association of Professional Speakers and the International Federation of Professional Speakers.

For more information, check out www.canmediate.com.