

# *CanMediate International*

*From Discord to Dialogue - Solutions That WORK!!*

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## **I'M OK – It's Everyone Else Who Needs Help™**

**Length of Session:** 1 day workshop

**Presenter:** Ruth Sirman, CanMediate International

### **Session Summary:**

There is no such thing as a static predictable relationship between two people. According to Peter Fryer, human beings are 'complex adaptive systems' who continually take in information from what is going on around us, process it and then choose how we will respond (or not). And the people around us are constantly doing the same thing. The challenge arises when what I choose to do creates problems for someone else as we interact. These interactions are unpredictable, inconsistent and sometimes volatile. We have all encountered people we consider to be 'difficult' and whose actions and behavior trigger stress, frustration, and hurt which can make it tough to work or live together effectively. It is easy to understand and rationalize our own reality – after all we are living it! It is often much more difficult to understand the other person's perspective and why they choose to act as they do.

Harmonious interpersonal relationships can't be bought, imposed or forced. They must be built, cultivated and nurtured through an investment of time, effort, energy and understanding. So what makes relationships tick? (or not...) And how can we protect those relationships from unnecessary conflict, strife and tension?

This is a light-hearted, but immensely practical exploration of the key traps that can contribute to misunderstandings, conflict and hurt. In this interactive session we will examine some practical and theoretical factors that contribute to effective and problem relationships as well as strategies to enhance our interactions with others and reduce the stress in our lives. This session will be of use to anyone who finds themselves dealing with conflict – at work, at home, in their community, globally...

**Course Outline:** This course will include the following modules including topics such as:

1. Understanding the Nature and dynamics of conflict
  - a. Sources and triggers of conflict
  - b. Interpersonal and situational conflicts
  - c. Conflict escalation dynamics
2. Human reactions and responses in conflict situations
  - a. Thomas Kilman model
  - b. Anger and The Arousal Cycle – the Management of Assaultive Behaviour Model
  - c. DISC Behaviour Model
  - d. The Intent and Behaviour Model
3. The traps which escalate create problems in relationships
  - a. The relationship between operational problems and relationship issues
  - b. The role of 'stories' in escalating conflict
  - c. The challenge of assumptions
  - d. Mental models and their influence

- e. The Drama Triangle – Victim, villain and hero dynamics
  - f. Motivation, Intentions and Impact
  - g. The role of blame and the challenge of accountability
4. Strategies for increasing the effectiveness of communication in individual, group and workplace relationships.

### **Target Audience**

This workshop is targeted at managers, employees HR / Labour Relations, mediators, parents or anyone who needs to understand how a conflict has escalated and how to resolve it including anyone who works with others and needs to build healthy, effective relationships. It can also be customized for specific audiences.

### **Return on Investment**

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

- The dynamics of common conflict situations from a more theoretical and practical basis including the nature of conflict and our responses to it
- The behind the scenes dynamics in relationships and conflict situations from a systems perspective and the typical traps that can escalate situations
- The behind-the-scenes dynamics from a systems perspective that are often the unrecognized drivers behind the symptoms of conflict and disruption
- Increase their understanding of interpersonal interactions and the dynamics of relationships
- The cost of unresolved or poorly resolved conflict in organizations

We will also explore various analytical tools that will assist them to understand situations they encounter in the performance of their work and that will support increased success at dealing with conflict and the creation of healthier, more productive working relationships

### **Duration:**

This session is a full day presentation. Shorter sessions can be custom created by focusing on specific traps 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.

**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](mailto: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:**

Youtube channel: [www.youtube.com/canmediate](http://www.youtube.com/canmediate)

References and C.V available on request or for more information: [www.canmediate.com](http://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](http://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](http://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.

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