

CanMediate International

From Discord to Dialogue - Solutions That WORK!!

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The Accidental Mediator – Navigating Somebody Else’s Fight!™

Keynote or Breakout session

Presenter: Ruth Sirman, CanMediate International

The primary objectives of this session will be to provide participants with:

1. The opportunity to become more comfortable in the role of an Accidental Mediator
2. The opportunity to increase their level of knowledge of the Do’s and Don’ts of defusing conflicts.
3. A checklist of steps to de-escalate conflicts effectively

Presentation Description:

While the majority of people attempt to stay out of other peoples’ fights, there are times when we get caught up in them as part of our job. While this is not a pleasant place to be, it is a common reality for managers, real estate agents, HR Professionals, union representatives, clergy, teachers and parents.

Whether we are new to the business world or well seasoned in the role, the ability to de-escalate conflict effectively, to know when to step in and when to step back are critical skills for anyone who finds themselves caught in the middle of other peoples’ conflicts.

This interactive practical session will help participants explore:

- Confrontation or collaboration – how a change in mindset can change the results
- Escalation prevention – keeping the situation under control
- Engaging cooperation with those who may be angry, reluctant or hesitant
- Staying impartial – how to avoid taking sides
- Strategies to keep the discussion focused and on track – and achieve what we need
- Tips to deal with some common challenges that can occur

The session will be structured to assist participants to move from a general discussion of the dynamics of conflict and human interactions to a more detailed discussion of practical de-escalation and resolution strategies.

Depending on the length of the session, participants may have the opportunity to actually engage in case scenarios, debrief the results with their partner and with the group. Shorter sessions may not have the time for a full exercise.

Target Audience:

This session is targeted towards those who may find themselves having to help others resolve their conflict in order to get their own job done – **executives**, managers, project managers, account executives, HR Professionals, union representatives, real estate agents clergy, teachers and parents and more!

Duration: 1- 3 hours (shorter sessions will have less individual practice time and more group discussions)

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Return on Investment (ROI):

This session will provide instantly usable, practical tools for those who find themselves caught in the middle of others conflicts. Save time, keep projects and initiatives on track – learn how to help others get past the conflicts that are disrupting YOUR life!

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.

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