



Workplaces get the behaviours leaders tolerate and reinforce – so if leaders and managers are not dealing with poor performance and behaviour – they are accepting it. Leaders and managers can build a workplace environment that inspires and maintains a Psychologically Healthy Workplace. To assist as many Federal and Provincial Agencies as possible, we are conducting a **one day workshop**, for a limited number of participants, in Ottawa on **Tuesday, June 08, 2010 at the Fairmont Château Laurier.**

Who should attend?

Key leaders and managers who are:

- Motivated and eager to develop and enhance their people management skills.
- Keen to recognize their sphere of influence to promote and maintain a productive and respectful workplace.

What will participants learn?

- How to deal with difficult behaviour and poor performance in a way that inspires and maintains a productive and respectful workplace.
- Translate organizational values and expectations into individual responsibility to be respectful. How to address issues like bullying, harassment, and poor performance.
- **STRAIGHT TALK™** – a six step guide for difficult conversation and how to deal with conflicts with clear communication.
- The ProActive Response Ladder – a range of options to deal with workplace issues when direct dialogue is either unsuccessful or inappropriate.

Workshop Outline

Module1

- The key Ingredients of a Psychologically Healthy Workplace.
- How individuals can make their own workplace healthy and productive.
- Responding to problem behaviours
- Resilience – How to know what is important and when to speak out?

Module 2

- What is the **STRAIGHT TALK™** conversation?
- Importance of Direct Conversation and when to avoid **STRAIGHT TALK™**.
- The Six Step **STRAIGHT TALK™** Process.
- Making a difference to long term and recurring problem behaviours.

Module 3

- The Workplace Conflict Ladder.
- The four steps of the ProActive Response Ladder.
- Challenges and benefits of using the ProActive Response Ladder.
- Techniques for handling challenging and defensive responses.

What is Special About this Workshop?

Aside from ProActive's Respectful Workplace Training, participants will also learn about "best practices" in implementing Respectful Workplace programming across organizations. Case studies and examples will be shared by the facilitator to discuss best practices and common issues in different organizations.

The training will be interactive where participants' experiences will be discussed and group activities will be conducted.

Facilitator

Richard Hart brings many years of experience as a practicing lawyer, mediator and arbitrator to ProActive ReSolutions, where he now focuses on helping organizations around the world to create respectful workplaces through training and incident management. He is passionate about working with groups in high conflict, particularly those experiencing bullying and harassing behaviours, and he frequently presents internationally on ProActive's evidence-based approaches to restoring cooperation among people who have experienced difficult workplace dynamics.

Richard has been working with a range of organizations in Canada and internationally such as the Attorney General's Dept in BC, Home Office in United Kingdom, Canadian Revenue Agency, Federal Government of Canada and the Australian Taxation Office.

Workshop Details

Date: Tuesday, June 8, 2010 from 8:30 am to 5:00 pm

Location: Renaissance Room, Fairmont Chateau Laurier, Ottawa

Fees:

- 3 participants from the one agency – \$1250

- 2 participants from the one agency – \$950
- 1 participant – \$650

Fees include coffee break, lunch and materials

If you have any questions, or would like to register for this event, please contact Nada Erhardt by phone at 604.482.1750 or by email at nerhardt@proactive-resolutions.com.

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