

# The PRI Mentor Quarterly



**ProActive ReSolutions Inc.** gives companies the tools they need to avoid or manage workplace conflict. We deal with issues such as respect, emotions and even violence in the workplace.


ProActive ReSolutions is internationally recognized as a leading firm in preventing and managing workplace conflict. The company has offices in Australia, the U.S. and Canada, including a recently-opened franchise in Edmonton, Alberta, with further plans to expand across Canada and other international markets.

CUTTING THE COSTS OF *WORKPLACE* CONFLICT

## In this issue...

With every edition of our newsletter, we thrive to accomplish these goals: giving some meaningful resources to our valued clients, business partners and those considering our services; as well as updating you as to what we have been doing. Why? So that you feel confident in using our services. All our products capture the wide expertise of our internationally recognized team. That means we are in the market, constantly learning, teaching and collecting resources.

This issue provides you with information on Respectful Workplace, Emotions in the Workplace and Workplace Violence. Also attached is a graphic representation of the symptoms of workplace conflict, which allows you to *identify where your organization fits on the Workplace Conflict Ladder.*

I hope that you find the information useful, and please let us know if you would like anything specifically addressed in the newsletter for your own resource. 

Best wishes,

**Judy Brooks**  
*Managing Director*

Australia Fall/  
Canada & USA Spring 2007

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**"One can overcome the forces of negative emotions, like anger or hatred, by cultivating their counterforces, like love and compassion." - Dalai Lama**

## Thank you! Our Valued Clients for the Last Quarter:

AUSTRALIA	 ACT Dept. of Justice & Community Safety	Cannberra, ACT
	ACT Government Shared Services	Cannberra, ACT
	AMP Capital	Sydney, NSW
	CCI Australia	Brisbane, QLD
	Centrelink	Woden, ACT
	Cochlear Ltd	Lane Cove, NSW
	Comcare	Cannberra, ACT
	Dept. of Defence	Cannberra, ACT
	Dept. of State and Regional Development	Sydney, NSW
	NSW Self-Insurers' Association	Fairfield, NSW
CANADA	 Pinnacle Mines Pty Ltd	Broken Hill, NSW
	7th Floor Media	Vancouver, BC
	Alberta Carpenters Training Centre	Edmonton
	Calgary Health Region	Calgary, AB
	City of New Westminster	BC
	City of White Rock	BC
	Devon Canada	Calgary, AB
	Genesis	Vancouver, BC
	Greater Vancouver Regional District	Burnaby, BC
	Hay River H&S Board	Hay River, NT
USA	Lockerbie and Hole	Edmonton, AB
	Ministry of Attorney General	Victoria, ON
	National Parole Board - UK	UK
	Northern Networking	UK
	Project ARTAMI	Edmonton, AB
	Regional Treatment Centre	Abbotsford, BC
	Shannon Clinic - UK	UK
	Squamish-Lillooet Regional District	Pemberton, BC
	Terasen Gas	Surrey, BC
	Vancouver Police Department	Vancouver, BC
Webnames.ca Inc.	Vancouver, BC	
 WorkSafe BC	Richmond, BC	
Abrams & Sperling	Los Angeles, CA	

## PRI News:

Dr. Stephen Hart presented at the following workshops:

Jan 20	<b>American Academy of Forensic Psychology.</b> Topic: "Assessment of Psychopathy: An Overview of the Hare Scales."
	<b>2007 Threat Assessment and Risk Management Course,</b> Hosted by <i>The Vancouver Police Domestic Violence &amp; Criminal Harassment Unit.</i> Co-instructed with P. Randall Kropp, Ph.D.
Feb 20- Mar 1	

PRI was featured in editorial in the following publications:

**OUTthere** (Issue 32, 2007): An in-flight magazine by the Rex Group of Australia. Our article, "Looking for a Fight?" outlines indicators of conflict and the common causes.

**Sounding Board** (Jan., 2007): The official publication of The Vancouver Board of Trade. Our article, "Training for Conflict Resolution Crucial for Executives," suggests that the quality of workplace relationships is key to organizational success.

**Sounding Board** (Mar., 2007): Our article, "Conflict-related Training: The Hazard of Panic Buying," stresses importance in realistically assessing needs to the *real* problems.

We were also mentioned in:

**AFR Boss** (Feb., 2007): An Australian financial review magazine. See article, "Is There Any Way to Avoid Office Politics?"

In the last quarter, we advertised in the following magazines:

**Business in Calgary** (Jan., Feb. & Mar. Issues): Published monthly, *Business in Calgary* is dedicated to improving Calgary's business community.

**HR Monthly** (Feb. & Apr. Issues): Published monthly, *HR Monthly* is Australia's most respected HR magazine.

**Network** (Winter & Spring Issues): Published four times a year, *Network* is the official publication of the Human Resources Institute of Alberta (HRIA).

**PeopleTalk** (Spring Issue): Published four times a year, *PeopleTalk* is British Columbia's largest HR Publication.

**Sounding Board** (Jan. & Mar. Issues): Published monthly, *Sounding Board* is the official publication of The Vancouver Board of Trade.

**WorkSafe** (Jan./Feb. Issue): Published bi-monthly, *WorkSafe* is the WorkSafeBC (Workers' Compensation Board of BC) prevention magazine on occupational health and safety issues.

## WHO COMMITS WORKPLACE VIOLENCE & WHY?



There are four major groups of people who commit violence in the workplace: *strangers; clients; co-workers; and the family members of co-workers.* These groups tend to commit violence for very different reasons and in very different contexts.

Strangers who commit workplace violence most often do so for profit, that is, for money. A common scenario is robbery of a retail outlet for cash. Rarely, a stranger suffering from emotional or mental problems may come into a workplace and commit violence.

When clients act violently, it's often the result of a serious work-related conflict. This group also includes customers, patients, vendors, and business associates. At other times, people whose decisions are confused by physical or mental illness, usually patients in a clinic or care facility may be violent.

Violence committed by co-workers also is associated most

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commonly with serious conflict. But it may also occur when two co-workers are involved in an intimate relationship that turns sour or when one employee becomes romantically or sexually obsessed with another. The co-workers may be regular employees, temporary or contract workers, or former employees.

When family members of co-workers are involved, it usually involves intimate relationship violence that spills over into the workplace. Most often, the family member is the husband of an employee.

These recommendations are based on ProActive ReSolutions' **Workplace Violence** booklet. For more information, e-mail at [info@proactive-resolutions.com](mailto:info@proactive-resolutions.com)



## THE 7 BASIC HINTS TO RESPECTFUL WORKPLACE

A respectful workplace is one in which you and other employees each feel safe and secure with respect to:

**Accessibility and Diversity:** The workplace welcomes people similar to you and different from you.

**Acceptance:** The workplace values you for what you bring, and not what you are.

**Accommodation:** The workplace takes reasonable steps to recognize your individual needs and help you do your job well.

**Clear expectations:** There are clear expectations as to how we treat each other in the workplace.

**Effective communication:** We communicate in a healthy and effective manner in the workplace.

**Effective conflict transformation and dispute resolution:** The workplace makes available a variety of processes for resolving disagreements and transforming conflicts.

**Active improvements:** Everyone plays a role in continually trying to improve the workplace. In other words, you feel safe and secure when you are treated fairly and you see others being treated fairly.



## EFFECTIVE LEADERS' SECRET: DEALING WITH EMOTIONS

You can't afford to ignore the impact of emotions at work. In most jobs, overall performance depends as much on our ability to get along well with others as it does on our specific technical abilities. Getting along well with others requires good communication skills – and so much of what and how we communicate is emotional in nature!

Some people seem to deal with emotions particularly well. They are skilled at being aware of their own feelings and sensitive to the moods of others. They are also respectful in how they express their own emotions and respond to other's emotions. Some scientists refer to these skills as "emotional intelligence." Emotional intelligence seems to help people to cope better with ordinary life stresses, without being overwhelmed by daily hassles. It also appears to help people maintain good relationships with family, friends, and co-workers, and even to make a good impression on strangers. For these reasons, emotional intelligence may be a critical skill for effective leadership.

The good news is, you can develop your emotional intelligence – just like you can develop any other intellectual skill or ability.



## THREAT MANAGEMENT CONFERENCE, MAY 29-31

Ontario Provincial Police Investigation Support Bureau presents:  
**Threat Management Conference.**  
The keynote speakers include Dr. Meloy, Dr. Mohandie & Dr. Hart.  
For details & registration, visit <http://catap.org/events.html>

## MEET ALICIA !



Meet Alicia !

Let's meet **Alicia Watt**, the friendly voice we all hear when we call the Vancouver headquarters.

### What inspires you?

I am inspired most by other people and watching their ability to accomplish what they love.

### What was your best decision?

Deciding to leave home to start my own life with choices I make independently.

### What do you spend most of your time doing?

I am a TV addict so I spend much time watching TV shows. But I have valuable friends & two lovely cats who I spend plenty of time with.

### What lesson would you most like the world to learn?

Everyone needs to learn "honesty, compassion, accountability and awareness." I believe these are staples for human survival.

Meet Alicia !

### Favourite book?

I highly recommend these two books: "The Prophet and the Little Prince" & "Enders Game and the Gunslinger Series."  
I am also looking forward to reading "Running with Scissors: A Memoir," which was an amazing movie.

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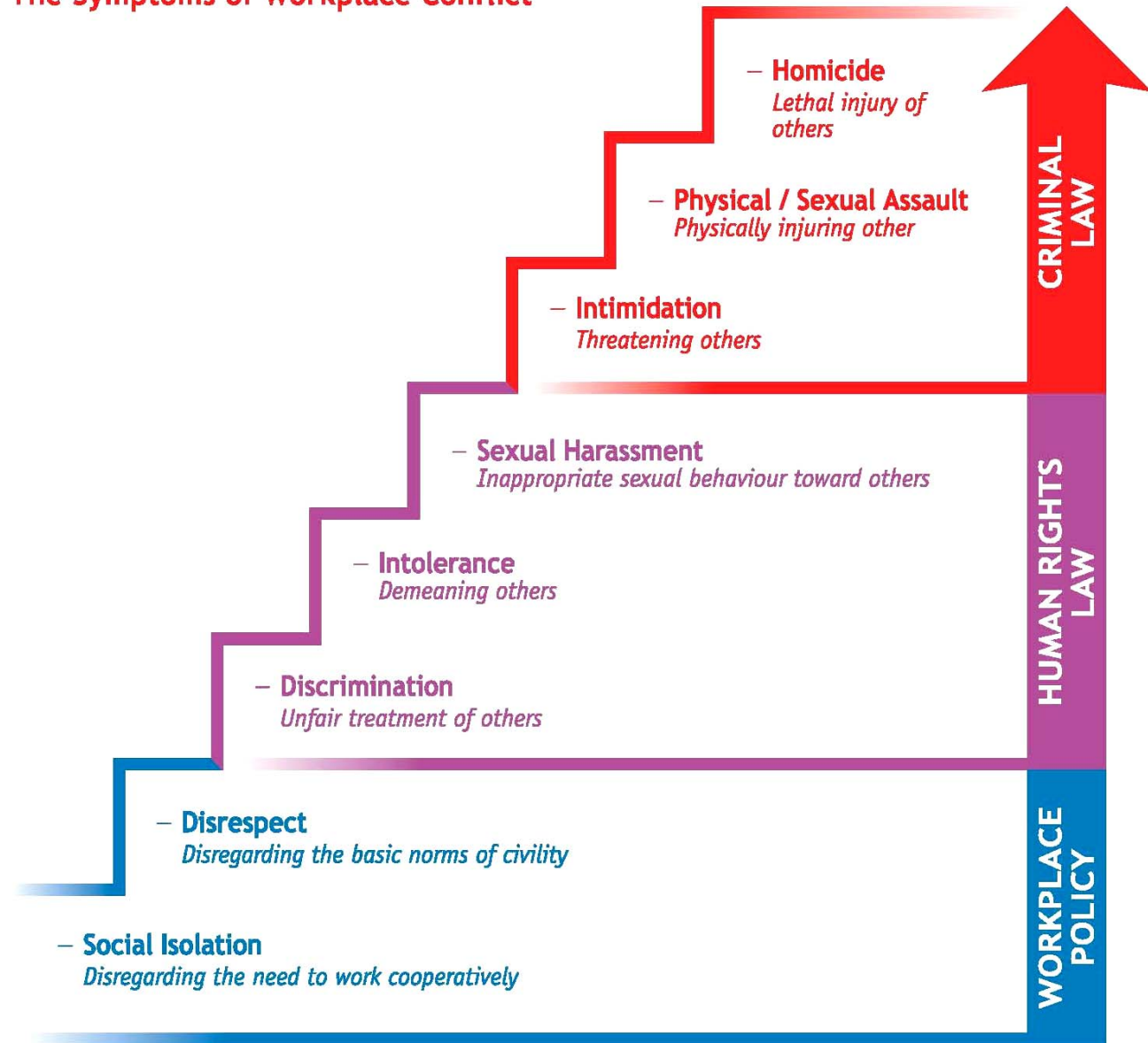
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**Workplace Conflict Ladder**  
**The Symptoms of Workplace Conflict**



**ProActive ReSolutions Inc.**  
**Products and Services**

Threat Management  
Threat Assessment

TJA Conferencing  
Dialogue for Solutions

Workplace Training:  
Workplace Violence Prevention  
Respectful Workplace  
Emotions at Work

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