



## Lunch & Learn

### Shifting Conflict Styles can Shift Conflict

Are you familiar with your go-to conflict style and how it affects conflict situations? Are you an avoider, a director, or an accommodator? Learn more about the five conflict styles, where you comfortably function and how you can shift styles for different situations. Become more aware of other's conflict styles and learn strategies to successfully interact for collaboration.

### Supporting Clients – Building Better Relationships

Do you deal with upset or evasive clients on a regular basis? Your relationship with your business partners affects your efficiency, productivity and peace of mind. Approaching client disputes confidently, with an eye toward effective resolution will ensure you build successful working relationships.

### Building Trust at Work

You can't always control the level of trust in your organization as a whole, but you can act in ways that promote trust in your immediate work environment, with your work unit and co-workers. Employees who trust their colleagues are more likely to be open, honest, empathetic, collaborative, and constructive, all of which boosts innovation and productivity. This session will explore the importance of trust in the workplace: what it is, how it manifests, and how to assess levels of trust and provide an opportunity for creating strategies to enable you to build or rebuild trust at work.

### Shift from Debate to Dialogue

What is in a challenge? Sometimes it is fear and resistance. Sometimes it is fresh thinking. Debate will bring out the fear, and dialogue will bring out the creativity. Come and learn the difference along with some practical skills for shifting from Debate to Dialogue. You will walk away with tools to ensure that voices can be heard and good decisions can be made in a dialogue that invites everyone to participate.

### Conflict to Innovation - Creative Change can emerge from Conflict

"Our present challenge is to change the culture of conflict itself, within our workplaces, our communities, and our world. Far from eliminating differences, our challenge is to make the world safe for differences." –William Ury. Join us to learn a methodology for structuring conversations that was developed by the Harvard Program on Negotiation and used worldwide as a basis for shifting from conflict to innovation. Exploring through dialogue and exercise will provide some strong take-aways for immediate and practical use.

### Social Justice – Exploring Privilege & Fragility

Diverse and inclusive workplaces can be both difficult to find and hard to create. But if you care about making your own workplace truly inclusive, you have the ability to effect real change - as an ally. Privilege exists, whether we want it to or not, and recognizing our own privilege in the workplace is a first step to creating change by putting our privileges to work – as an ally. This is an opportunity to explore privilege, allyship and barriers to allyship to end of all forms of inequality.

### Preparing for the Performance Conversation

Performance conversations don't just happen once a year, but anxiety over the formal process remains. For many, these performance conversations are the most stressful work conversation they encounter. Are you guiding the conversation and looking to create active employee participation and involvement in the process? Or are you trying to bring forward your concerns to your leader and build understanding? Join us to determine some of the challenges of the performance conversation and develop strategies to have a successful conversation that empowers growth throughout the year.

### Tools for Managing Difficult Behaviours

Are you seeking techniques to handle difficult or aggressive situations? Do others become defensive when you bring forward concerns? You won't change working relationships by trying to control other people's behavior, but you can by changing yourself in relation to them. You can place your energy in blaming and complaining about someone or you can use it to experiment. Join us for an opportunity to explore the POWER tool to find a more productive means of interaction through effective listening and responding.



## Effective Team Dynamics

*Team dynamics can be impacted by conflict that stems from many different causes, including interpersonal dynamics, competition for resources, factors outside our control and external pressures. Join the Ombuds Office as we explore team stressors, the 'groan zone' and develop strategies for effectively managing team dynamics.*

## Influencing Without Authority or Power

*How many times have you been asked to affect change in your team or organization when you have had no formal authority or power to make this happen? Most of us can successfully create a credible and coherent argument for what we plan to do. But have you noticed that being right is rarely enough to persuade someone? Analytical reasoning is merely a starting point for influencing team-members, stakeholders and project sponsors. Join us to examine how we can all have influence within a workplace even if we are not a leader or the CEO.*

## Antiracism – Understanding Microaggressions and Fragility

*Understanding and uprooting racism and inequality in ourselves, our workplace and society takes effort, discovery and awareness. Learning about microaggressions and fragility supports an environment of anti-racism. Join us as we explore microaggressions, what they are and how to respond if you hear them or are subject to them. What is your reaction if you are called out for these behaviours? Understand how fragility might be playing a role and how to respond if you are called out for a microaggression.*

## Say What You Mean Without the 'Mean'

*This session will give you the tools to get your message across while getting the reaction you want. You'll understand the neuro-science behind feeling threatened and learn to make statements that lessen the chance of a defensive reaction or conflict escalation. Discover how you can respond confidently and productively in complex situations.*

## Shift Team Thinking through Storytelling

*We are wired for storytelling. We look for patterns and narrative arcs as a way to organize information in our brains. Is the story memory of your team members clouding their perspective? Explore how storytelling can help your team gain fresh perspectives, stimulate senses, and lead the way to new solutions for old problems.*

## Change Fatigue

*Change is perpetual. It's never going to stop, and that fact alone is pretty daunting. Why does change, which can be so exciting and lead to so many great opportunities, create fatigue? In this session we will define change fatigue and provide some practical tools to manage change more effectively.*

## Returning to the Office - Managing Stress & Uncertainty

*As employees across Canada look at returning to an office environment after working remotely, many recognize that this transition will come with some stress and uncertainty. Faced with stress, some power-up and work harder, some withdraw from meetings and responsibilities, and others are overwhelmed and face an inability to move forward. Join us to explore how we can recognize stress in ourselves and others and develop tools and strategies for reducing stress and coping with uncertainty.*

## Work Smarter not Harder

*With constant change and technology overloads, we are getting busier and busier every day. We might think working harder or longer is the solution. Or maybe more multi-tasking? Is it possible to work smarter, not harder? Explore the pitfalls of multi-tasking, join a discussion of what is working for others, and hear some studies and research of working smarter, not harder.*

## The Feedback Loop

*Can I give you a little feedback? Not many of us can hear those 7 little words without a hitch in the breath. And yet, we all acknowledge the importance of feedback. How we give and receive feedback says a lot about the culture of an organization. Learn about the psychology of feedback, gain insight into how you receive feedback, and identify skills that will help you feed forward instead of back so you can improve reception.*



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*The Workplace Fairness Institute works to support organizations to be proactive with conflict through training, assessments, Ombuds functions, facilitation, mediation and conflict coaching.*

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