

Office of Informal Conflict Management (OICM) Workshops and Programs

November

Click on the workshop names to register in SABA!

[Working with Resistance in our Relationships \(EN\)](#)

November 2 and 9, 10:30 a.m. to 12:00 p.m.

This workshop provides information and strategies for working with the resistance we often encounter within ourselves or with others in our daily lives.

This workshop is divided into two modules:

- Module 1: What are resistance and defensiveness?
- Module 2: How to work with resistance and defensiveness.

[Building a Culture of Trust \(EN\)](#)

November 3, 1:30 p.m. to 3:30 p.m.

Trust underlies interpersonal and business conversations. Using an interactive format, this course examines:

- Trust as a business conversation;
- The types of trust;
- A model of specific behaviours that leaders can use to discern their own and their teams' current level of trust; and
- Areas for focus, with a lens on working in a virtual environment.

The objectives of this workshop are to gain awareness and knowledge of the importance of trust in a working environment.

[Comportements en situations de conflits \(FR\)](#)

le 9 novembre, 13h30 à 15h00

Cet atelier permet de comprendre davantage vos comportements et ceux des autres lorsqu'en situation de conflits.

Il vise également à explorer des stratégies afin de réagir efficacement selon les circonstances.

[Behaviours in Conflict Situations \(EN\)](#)

November 16, 1:30 p.m. to 3:00 p.m.)

This workshop will strengthen your understanding of your own behaviours and the behaviours of others in conflict situations.

You will learn strategies to respond effectively irrespective of the circumstances.

[Brave Conversations \(EN\)](#)

November 17, 1:30 p.m. to 3:30 p.m.

"When we deny the story, it defines us. When we own the story, we can write a brave new ending." (Brene Brown).

Many of us experience an invisible tension between showing up and not wanting to hurt others' feelings. In order to overcome this tension, we need to step into bravery. Bravery embraces the reality that while we are likely to stumble in our communications, we allow ourselves to own and feel the discomfort that comes from this yet still we commit to trying again differently to change our narrative positively.

This workshop explores the value and qualities of brave communicators and offers a package of interlaced strategies to help us overcome the barriers that interpose the courage within us.

[Learning to Listen \(EN\)](#)

November 23, 10:00 a.m. to 12:00 p.m.

Listening is the key bonding agent that integrates the various qualities and attributes to "effective and affective" communication.

This workshop identifies the layers and complexity of listening, the challenges and benefits to listening, and offers insight, strategies and tools to help you take action in the further development of your approach to listening.

"Truly listening, attentive, and with care, is one of the simplest and most kind gifts we can give anyone." (John Bruna)

[Building a Culture of Trust \(EN\)](#)

November 25, 1:30 p.m. to 3:30 p.m.

Trust underlies interpersonal and business conversations. Using an interactive format, this course examines:

- Trust as a business conversation;
- The types of trust;
- A model of specific behaviours that leaders can use to discern their own and their teams' current level of trust; and
- Areas for focus, with a lens on working in a virtual environment.

The objectives of this workshop are to gain awareness and knowledge of the importance of trust in a working environment.

[Difficult Conversations \(EN\)](#)

November 30 and December 7, 1:30 p.m. to 3:00 p.m.

Difficult conversations are a normal, challenging and expected experience in the workplace. This workshop will provide participants with an opportunity to develop an effective approach in setting up a difficult conversation, and the opportunity to practice and develop new skills.

Module 1:

- Discuss why some workplace conversations become difficult.
- Consequences of avoiding or having a difficult conversation.
 - Break down the components of effective communication in relation to attitude, skills and processes.

Module 2:

- Using real examples from the group, apply the learnings from module 1 in setting up a difficult conversation.
- Skills practice in setting up and having a difficult conversation.

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[Learning to Listen \(EN\)](#)

November 2, 1:30 p.m. to 3:30 p.m.

Listening is the key bonding agent that integrates the various qualities and attributes to "effective and affective" communication.

This workshop identifies the layers and complexity of listening, the challenges and benefits to listening, and offers insight, strategies and tools to help you take action in the further development of your approach to listening.

"Truly listening, attentive, and with care, is one of the simplest and most kind gifts we can give anyone." (John Bruna)

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[Apprendre à écouter \(FR\)](#)

le 3 novembre, 9h00 à 11h00

L'écoute est l'agent principal de liaison qui intègre les différentes qualités et attributs de la communication « efficace et affective ».

Cet atelier a été conçu pour vous permettre d'identifier les différentes composantes, la complexité, les défis ainsi que les avantages de l'écoute. Ce produit propose des idées, des stratégies et des outils pour vous aider à développer votre capacité d'écoute.

« Une écoute véritable et attentive est l'un des cadeaux les plus simples et les plus réconfortants que l'on puisse offrir à quelqu'un » (John Bruna).

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[Having Productive Conversations \(EN\)](#)

November 4, 1:00 p.m. to 3:00 p.m.

These sessions, building on other OICM training, which focuses generally on difficult conversations, provides a more targeted approach and focus on mental health (MH) related conversations specifically - with related scenarios provided for discussion and individual/group practice.

These sessions can assist with the preparation of MH related discussions with employees, help to reflect on the outcomes of prior manager-employee discussions.

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[Bâtir une culture de confiance \(FR\)](#)

le 16 novembre, 10h00 à 12h00

La confiance sous-tend les conversations interpersonnelles et professionnelles. Utilisant un format interactif, cette séance examine:

- la confiance comme sujet de conversation d'affaires;
- les types de confiance;
- un modèle de comportements spécifiques que les leaders peuvent utiliser pour discerner leur niveau actuel de confiance et celui de leurs équipes; et
- des domaines de concentration, du point de vue du travail dans un environnement virtuel.

L'objectif de cet atelier est de sensibiliser et apprendre l'importance de la confiance dans un environnement de travail.

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17

[Working with Resistance in our Relationships \(EN\)](#)

November 17 and 24, 1:00 p.m. to 2:30 p.m.

This workshop provides information and strategies for working with the resistance we often encounter within ourselves or with others in our daily lives.

This workshop is divided into two modules:

- Module 1: What are resistance and defensiveness?
- Module 2: How to work with resistance and defensiveness.

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[Office of Informal Conflict Management \(OICM\) 101 \(EN\)](#)

November 18, 1:00 p.m. to 2:00 p.m.

The objectives of this presentation are:

- Discuss what informal conflict management is;
- Learn about the services and tools offered by the Office of Informal Conflict Management (OICM); and
- Discuss the advantages of resolving conflict.

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[Apprendre à écouter \(FR\)](#)

le 24 novembre, 9h00 à 11h00

L'écoute est l'agent principal de liaison qui intègre les différentes qualités et attributs de la communication « efficace et affective ».

Cet atelier a été conçu pour vous permettre d'identifier les différentes composantes, la complexité, les défis ainsi que les avantages de l'écoute. Ce produit propose des idées, des stratégies et des outils pour vous aider à développer votre capacité d'écoute.

« Une écoute véritable et attentive est l'un des cadeaux les plus simples et les plus réconfortants que l'on puisse offrir à quelqu'un » (John Bruna).

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25

[Le rôle de l'attitude-coach dans nos communications \(FR\)](#)

le 25 novembre, 9h00 à 12h00

Développez une attitude-coach visant la gestion de situations difficiles en milieu de travail.

Communiquer est un art, du grand art. Et pourtant, malgré le fait que nous le ferons toute notre vie, nous n'avons jamais appris à bien le faire.

Pour le maîtriser davantage, il faut entrer dans la structure de communication de l'autre. Il faut saisir ce qui se passe entre l'émetteur et le récepteur, et la seule façon de bien saisir cette structure, est d'être curieux, de poser des questions et d'augmenter sa conscience.

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[Tirer parti de la résistance dans nos relations interpersonnelles \(FR\)](#)

le 30 novembre et le 7 décembre, 9h30 à 11h00

Cet atelier offre de l'information et des stratégies afin de composer avec la résistance que l'on retrouve au quotidien en nous et chez l'autre.

Cet atelier est divisé en deux séances :

- Module 1 : Que sont la résistance et l'attitude défensive?
- Module 2 : Composer avec la résistance et l'attitude défensive.