

# WORKSHOP PLAN

## Navigating Challenging Interactions



### EXPERTS IN PROFESSIONAL DEVELOPMENT

MP-PLUS GROUP HAS BEEN DELIVERING PERSONALIZED TRAINING TO COMPANIES FOR MORE THAN 30 YEARS. WE TRAIN MORE THAN 3,500 PROFESSIONALS EVERY YEAR.

OUR TRAINING PROGRAMS ARE POPULAR BECAUSE THEY ARE STRUCTURED AND PERSONALIZED TO MEET YOUR SPECIFIC NEEDS.



## ABOUT MP-PLUS

MP-Plus Group is a leader in the field of professional development. We deliver world-class training in leadership, commitment, achievement, and fun at work - thereby bolstering Québec's international reputation in this regard. Our mission is to enable your professional development by optimizing your personal potential.

What sets us apart is the positive impact that our training programs have on the bottom line. To what do we owe our success? To our steadfast commitment, up-to-the-minute expertise and reliable processes.

For the past 30+ years, MP-Plus Group has trained and mobilized personnel at many major companies, resulting in direct positive impacts on more than 250,000 people.

As an external consultant, MP-Plus Group has provided the guidance that Mouvement Desjardins needed to transform itself into a client-centric organization and helped many of Québec's top 100 companies to achieve strong growth.

MP-Plus Group has built its reputation on outstanding training performance and optimal practices. Our team includes first-rate trainers such as sports psychologist and TV commentator Sylvain Guimond and non-verbal business communication specialist Christian Martineau. At one time, former Québec Vice-Premier Monique Jérôme-Forget also contributed her expertise to our professional training offer.

With every MP-Plus training program, your organization takes a giant step toward achieving the best version of itself.



François Trachy, Director of Development



## WORKSHOP - Navigating Challenging Interactions

Duration : 4 hours

### Context:

We share a familiar world with those who see things the same way we do. It's comforting when colleagues understand your feelings and perspective without having to explain or defend. This easy familiarity with people we know and trust is a kind of membership in a club that sees the world in the same way. Not like **OTHERS**.

Who is the **OTHER**? The OTHER has been described as an individual who is perceived as not belonging, as being different in some fundamental way.

Diversity influences our perceptions and judgments of the **OTHER**.

The Ontario Human Rights Code gives everybody equal rights and opportunities without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex or sexual orientation, disability, age, marital and family status, receipt of public assistance, record of offences, gender identity and expression in the areas of employment, accommodation, goods, services and facilities, contracts, and membership.

But what about other diversity considerations... like appearance, grooming, clothing brands, income, education, diet, generational age, mental health issues, world view, occupation, work ethic, power, and social status?

The difference we see is in the eye of the beholder. The unique diversities we all share can set us apart from each other in troubling ways. Polarized differences between people can be constructive or destructive.

Every day we interact with people who think, look and act differently than we do. Who have different opinions and values than ours. When we accept this - when we look past difference - we are able to make a connection and focus on what is being said.

But when we react to difference, we lose that connection. We no longer hear what is being said. **AND** we often don't say what we are really thinking.

EDI tension between colleagues is usually about what people think and feel, but seldom say. These tensions can be a significant source of stress, consume considerable time and negatively impact workplace environments.

## How do we effectively communicate when our values, beliefs or culture clash?

Communication is inextricably linked to relationship. The quality/strength of personal and professional relationships is informed by our perspective with regard to our responsibility to these relationships, whether temporary or permanent.

Navigating Challenging Interactions and resolving tension requires sure-footed, reflexive dexterity in conflict resolution and communication fluency.

The implicit assumption that professionals possess these skills and abilities is visible in vision and mission statements and in best practice standards. Yet there are many risk factors that deter us from admitting to shortcomings in our own communication.

The “**how**” of our communication works in concert to enhance the “**what.**”

### Objectives:

This Workshop Will Help You:

- Understand how attributions shape communication and behaviour.
- Recognize how your emotional thinking impacts your communication.
- Have increased awareness of the impact of “micro” aggressive language on professional relationships.
- Be able to respond without relying on “I understand” and other communication shortcuts.
- Navigate tensions and conflict more effectively.

### In this training, you will:

- Enhance your practical understanding of equity, diversity and inclusion
- Define and understand attribution theory and its impact on your assumptions, judgments, communication and behaviour within professional relationships.
- Elucidate key features of stigmatizing (stereotyping) and associated behaviours
- Explore the benefits of effective communication in difficult encounters
- Analyze the role emotion plays in conflict and communication
- Consider the tools of analysis in raising a concern
- Analyze the link between communication, relationships and responsibility in professional practice
- Engage and/or observe simulation encounters
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# Program Contents

## Introduction:

- ✓ Working assumptions for productive conversation
- ✓ Creating a supportive climate, taking care of yourself
- ✓ The Guessing Game: an introduction to our world view
- ✓ What is the story here?

## EDI:

- ✓ Think Pair Share - Exploring participants experiences and perspectives of EDI - large group debrief
- ✓ Theory burst about concepts of EDI
- ✓ EDI exercises
- ✓ Recognizing Micro Aggressions - discussion
- ✓ Micro-aggression chart - themes and messages

## Emotion and discrimination:

- ✓ Video and discussion
- ✓ Theory Burst - emotion and communication

## Attribution theory - Assumptions and judgments of the other:

- ✓ May exercise
- ✓ Introduction to attribution theory
- ✓ Introduction to the ladder of inference
- ✓ World view, frames, assumptions and judgement, and behaviour
- ✓ Reflection in action

## Communication:

- ✓ Communication - relationship and responsibility
- ✓ Demystifying active listening
- ✓ Repairing missteps
- ✓ The power of silence
- ✓ The problem with fixing, solving and advice
- ✓ A deep dive into communication skills and techniques
- ✓ The Trigger Exercise - How would you respond?

## Simulation Exercise:

- ✓ Navigating a challenging conversation

## THE TRAINERS



**Kerry Knickle LLM (ADR)**

Kerry is the founder and CEO of Communication Matters: INESRA with over thirty years' experience as a facilitator, conflict, and communication specialist in the areas of group process, curriculum design, and simulation methodology. Kerry developed the Collegial Conflict™ Workshop Series followed by “The Art and Science of Facilitation” with colleague Dr. Nancy McNaughton in 2004.

These highly experiential communication courses continue to be delivered nationally and internationally for faculty educators and professional associations across myriad disciplines that include healthcare, law, law enforcement, business, regulatory bodies and community crisis training.

Kerry's communication and dispute resolution focus highlights how assumptions, judgments and communication skill impact personal and professional interactions, and how generous willing and brave conversations inform conflict reparations and relationship building.

Kerry holds a Master of Laws degree, with a specialization in Alternate Dispute Resolution (ADR) from Osgood law School



**Nancy McNaughton PhD**

Dr. Nancy McNaughton is the Executive Director and Founding Partner of Communication Matters INESRA and Assistant Professor with the Institute for Health Policy Management and Evaluation in the School of Public Health, University of Toronto. Dr. McNaughton has over 30 years' experience in the field of simulation-based education with a special focus on mental health education, and compassion focused communication.

Nancy has worked with a number of national and international organizations developing and delivering interactive courses in leadership development, curriculum design, facilitation techniques and assessment strategies. Her focus on communication in professional practice dovetails with Kerry's commitment to relationship based problem solving.

She is actively engaged as an educator and researcher working with a broad range of professional groups including law, police, business, community crisis workers and regulatory bodies to outline best practice processes.

Dr. McNaughton's research and doctorate work focuses on the crucial connections between emotion, and effective communication, problem solving, decision making and implementation strategies.