

THE PULSE RATE

JUNE 2009

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GOOD NEWS FOR YOU...

We have important news for PULSE Practitioners and Professionals in this newsletter:

AAMS has agreed to provide 35 hours of equivalency credits for the PULSE Institute Level I Mediation Certification program (Concepts and Practice) and 28 hours of credits for the Level II program. See the table in this newsletter for details.

AAMS also encourages all PULSE graduates of Level I and Level II (who have received 80 hours of PULSE training) to apply for QMED certification. Read on for details.

We have new programs too which may

be of interest, and Nancy writes about the sociology of personalities.

~ Marjorie Munroe, Editor



PULSE COURSES GIVE YOU CREDIT...

Did you know that if you are continuing studies in Conflict Resolution with either the AAMS or the Justice Institute of British Columbia, you may be eligible to receive credit hours for your PULSE courses? The chart here gives you a list of the eligible course equivalencies. You must apply to the institute directly to receive the credit, providing a

copy of your PULSE certificate. The table below outlines the equivalencies.

If you have any questions about these course credits, or if you wish to receive credit at another institute, please contact us.

www.pulseinstitute.com

1.888.882.8804

PULSE COURSES INCLUDE:

- **Cardium to Cash**
Calgary June 24.
- **Executive Coaching**
Calgary July 8-9.
- **40 Degrees in Conversation**,
Calgary July 13-15.

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PULSE	AAMS	Justice Institute of BC
Concepts and Practice (Med. Cert. Level I) (40 hours)	Mediation Theory and Skills Level I (21 hours) Critical Skills for Communication in Conflict (14 hours)	CCR102, Building Your Communication Toolbox (14 hours) CCR180 Mediation Skills Level I (21 hours)
PULSE Advanced (Med. Cert. Level II) (40 hours)	Mediation: Case Development (14 hours) Elective Credit (14 hours)	CCR 209, Separate Meetings: Pre-Mediation and Caucusing (14 hours) Elective credit (14 hours)

40 DEGREES IN CONVERSATION

I am not a psychologist. I am a sociologist. I study how people interact in conversation and how they use language skills for effective outcomes. Sociologists study human culture and symbols, rules and norms looking for patterns and perhaps causal relationships which may or may not be generalizable. The purpose is to understand and promote social evolution and reform, which for me is "World Peace one conversation at a time."

Sociologists can be involved in macro or micro sociology. Macro refers to evolution of society while micro refers to the everyday human interaction that has caught my attention over the course of my adult life. I like to understand social interactions and their consequences.

As I write this new book on 40 Degrees in Conversation which is based on the Enneagram, I realize that I am indeed writing an ethnog-

raphy of each of the regions on the circle that are inhabited by the nine expressions or aspects. I am writing about the culture of each position and taking the sociological perspective that the mind and the self emerge from the social process of communication. George Herbert Mead described human perception as socially mediated and states that existence in community comes before individual consciousness. He talks about the "generalized other" which represents the expected behaviour of the group

Ethnography requires that I "live among" my subjects and become a "participant observer". Years of working in mediation as mediator/participant observer has given me field notes and documentation to support the stories, the narratives of the 9 PULSE BEACHs. I have conducted informal interviews, direct observations, participated in

the life of the group and collective discussions. I have produced and analyzed personal documents and have generated what I consider a thick and rich description of each of the nine sets of Beliefs, Expectations, Assumptions, Concerns, and Hopes that represent the regions on the PULSE circle or the BEACHs on PULSE Island, to stay with the metaphor.

This is a new approach. It is not a 40 degree view of the human psyche as it travels from place to place. It is instead a map and a demographic description of the territory on the ground. It is presented with objectivity and neutrality using cross cultural or cross region comparisons. Ten years of gathering data has led to some interesting findings that I am ready to share.

~ Dr. Nancy Love



40° IN CONVERSATION

The compass becomes a symbol for the journeys we take as individuals, from BEACH to BEACH, our needs and behaviours changing with the circumstances.

To read more from Dr. Nancy Love, visit her blog at wordpress.nancylove.com

CARDIUM TO CASH

You didn't realize that we at the PULSE Institute knew enough about the oil industry to offer a course on it? Did you? Or you are thinking, what does this have to do with the art and science of conversation?

Terry O'Connor is a man you can't turn down. When he approached us and asked us to help him put together a course about an introduction to the oil patch, his personal energy and passion for his subject was something we

couldn't refuse. But don't get me wrong, this is Terry's course through and through. We just made it pretty and suitable for the classroom.

(Continued on page 3)



Terry o'connor.
Calgary June 24
At the petroleum club.

WHO, WHAT, WHERE, WHEN WHY IN THE OIL INDUSTRY

(Continued from page 2)

So why should you care? Well, if you have a contract with a company in the oil and gas industry, this will put their role into context. If you are interested in working in the business, you will

gain some very practical tools for identifying clients and understanding their business. And besides, is very interesting!

Sign up now at www.pulseinstitute.com and receive your 10% discount.

REGISTER NOW for PULSE courses. Visit our website to see other Calgary dates for Cardium to Cash, and sessions in Vancouver, Montreal, and Toronto.

www.pulseinstitute.com

10% off for all mediators and CAPC members.

50% off for PULSE Professionals.

APPLY NOW FOR YOUR QMED DESIGNATION



ADR Institute of Canada Inc.

If you have completed the PULSE Mediation Certification Level I program (Concepts and Practice) and the PULSE Certification Level II program (Advanced), and you are a member of ADR Canada through one of the provincial associations, you are eligible to apply for a QMED designation.

Applicants must complete the required application form and submit the forms and supporting documentation, with the appropriate application fees to the Designations Administrator at the AAMS office.

Applications will be accepted from September 1 to

September 30 this year. The AAMS Designations Committee will review applications twice per year; April and October.

For further information, visit www.adrcanada.ca.

Do you want to practice your skills? There are local organizations in many communities that offer an opportunity to observe or practice mediation. In Calgary, contact the Community Mediation Calgary Society at www.mediation.ab.ca.

Criteria for receiving the Q.Med. Include:

- ✓ 40 hours mediator training
- ✓ 40 hours specialized training
- ✓ Mediation experience, including 2 supervised and assessed practice mediations or 2 actual mediations, paid or unpaid and
- ✓ 3 actual mediation, paid or unpaid, sole or co-mediator within 3 years of designation being awarded.

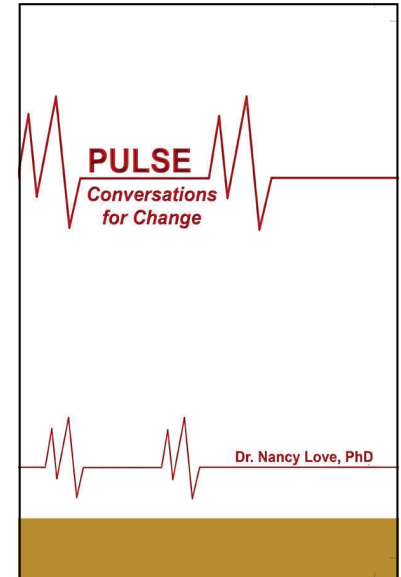
To apply, visit the practice designations, applications page of the AAMS website www.aams.ab.ca

If you require a PULSE letter of reference, please write admin@pulseinstitute.com.

VISIT THE PULSE STORE

PULSE Books and posters are now available for sale at www.pulseinstitute.com.
Products include:

- ✓ PULSE Conversations for Change, \$17.95.
- ✓ Les Conversations PULSE pour le Changement, \$17.95.
- ✓ PULSE Frame wall poster, \$19.95.
- ✓ PULSE Enneagram wall poster, \$19.95.



PULSE COURSES

Cardium to Cash

Oil and Gas in a Day. Learn about the industry from prospecting for oil to marketing, and gain practical tools for evaluating the business case.

Calgary, June 24
Instructor: Terry O'Connor

Executive Coaching

Lynda Mann is an executive coach and program evaluator for US federal government projects, her experience and training as a coach makes her approach unique and transferable. Don't miss this opportunity!

Calgary, July 8-9
Instructor: Lynda Mann

PULSE Enneagram

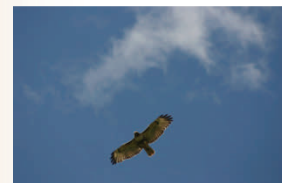
Founded on the Enneagram, the PULSE motivation typing system uses a geographic metaphor to understand personality, motivation and behaviour in conversation. Join us to explore the BEACHs of PULSE Island.

Calgary AB, July 13-15
Instructor: Dr. Nancy Love

www.pulseinstitute.com

REGISTER NOW!

To receive full-text articles from Dr. Nancy Love. Topics include: Enneagram BEACHs, Accountability and Change and PULSE Conversations for Change.



THE PULSE INSTITUTE

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