

THE PULSE RATE

SEPTEMBER 2007

LAUNCHING PULSE AFRICA

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PULSE COURSES INCLUDE:

- **PULSE Concepts:**
Oct. 15/16, Nov. 7/8
- **PULSE Conversations**
Nov. 5/6
- **PULSE Practice**
Nov. 12-14
- **PULSE Africa Accountability & Change**

1.888.882.8804

PULSE “transcends cultural boundaries”; “[is] the answer to conflict management”; “has potential to change a person’s language, thought pattern, listening power and in fact total way of living.”

These are but a few of the humbling and inspiring comments we have received from Ghanaian and Nigerian participants in PULSE courses in the past four months. With our venture onto the African continent, we have confirmed that the PULSE frame for conversation is truly cross-cultural, and has applications beyond what we ever imagined.

We are very pleased to announce that in an effort to serve this market hungry for training, we have established PULSE Africa. We are lucky to have a champion in Austin Gamey. Gamey’s experience is varied: from politics and labour negotiations to corporate and entrepreneurial. His experience as chairman of the committee that drafted the codified labour bill for Ghana has brought rich insight and a unique perspective into the PULSE fold.

If you would like to learn more about the PULSE Africa initiative, I invite you to contact either Austin Gamey or Steve Critchley, or visit the new PULSE Africa webpage by selecting the so-named tab at www.pulseinstitute.com.

~Marjorie Munroe

Austin Gamey at the Train the Trainer retreat in Canmore, August 2007.



IN THIS ISSUE...

We know from our work that change is a great contributor to stress in the workplace, and though we work with the results of this stress every week with our clients, we are not above the impacts in our own office. How do we handle stress? Today Nancy came into my office and said: “Marjorie, I am really hurt.” and proceeded

to tell me why, gently and openly.

The difficult conversations are the ones that take the most courage to enter, and reap the most rewards. Practice saying what needs to be said, in a manner that you can be heard and understood, and reap the rewards.

In this issue read about Austin Gamey in Africa and training trainers. Nancy contributes Part 2 of her leadership piece (for part 1, download the June newsletter from our website.)

~Marjorie Munroe
Editor

DR. NANCY LOVE ON LEADERSHIP: PART 2

If we accept leadership as “vicarious responsibility”, we can see the significance of the conversations between follower and leader in the vicarious sharing of the work and responsibility for the work. The conversation is the thing. It is the vehicle through which information is exchanged and change occurs.

The PULSE structure for conversations represents a well constructed model for any leadership conversation. Preparing people for the conversation by establishing

protocol and process, by gaining clarity around authority, confidentiality and time is the first step. Uncovering what needs to be decided or resolved is the second. Learning from each other the significance, what is important, the criteria for resolving or deciding is the third. Searching possibilities is the fourth and explaining a plan of action moving forward is the result of the well structured PULSE leadership conversation.

This structure will sound familiar to most of you. How

have you used a PULSE conversation? Share with us examples of how the poster and the PULSE model has worked to structure conversation outside of formal mediation meetings.

info@pulseinstitute.com

~Dr. Nancy Love



Dr. Nancy Love, our founder.

TRAINING TRAINERS

What do ghosts, marbles, beach mats and dragons have in common?

PULSE Trainers know. We have recently completed two train-the-trainer events in Canmore Alberta, and will do a third in Phoenix Arizona October 28-31.

What makes an effective train-the-trainer program? We are trying to model what we teach by providing learners with the opportunity to learn through explanation, demonstration, imitation, and transfer. Participants used the PULSE frame to explore and understand the learning process inherent in the PULSE model. Our hope is that learners transfer their learning into everything they do.

The response of participants to these training workshops was very positive. In order to better understand the experiences of the participants who took part in the training sessions, Dr. Nancy Love and Dr. Laurie Hill are conducting follow-up research. Laurie will be contacting workshop participants and setting up follow-up interviews to gather specific information about their knowledge and understanding related to their workshop participation. We would like to thank all the participants for their willingness to be part of this project.

~Dr. Laurie Hill

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TRAINING TRAINERS

Our two train-the-trainer groups in Canmore in August represented a wide variety of interests and backgrounds which ensured a rich experience for all.



**WE ARE ON THE WEB!
WWW.PULSEINSTITUTE.COM**

PULSE INSTITUTE

#200, 1201 5th Street SW

Calgary, AB

T2R 0Y6

Phone: 1 888 882 8804

patticritchley@pulseinstitute.com

4760 Kensington Drive

San Diego CA

92116

Phone: 1 800 743 1973

info@pulseinstitute.com



C O N V E R S A T I O N S F O R C H A N G E

PULSE conversations result in resolutions and decisions that engage employees to build and retain a sustained workforce.

At the **PULSE Institute** we value Responsiveness, Integrity, Inclusiveness, Flexibility, Creativity, and Accountability in all services.

CONFERENCES

Steve Critchley and Nancy Love will be speaking at the following conferences:

Canadian Institute: Western Canada Sour Gas Operations

October 3-4, 2007

Canadianinstitute.com/sourgas

With Debra Dupree:

7th Annual ACR Conference

October 25, Phoenix AZ

Acernet.org/conferences/ac07/Conf_schedule.htm

REGISTERING ON WWW.PULSEINSTITUTE.COM

We have created two new pages on the website in an effort to build a collaborative community of learners. To access these pages, you must register. Once you have registered on the website, you can join our discussion group for trainers on the T3 page, and join our collaborative consortium conversations on the liminality page.

To register, click on the logon box in the top right corner and choose

your own username and password.

For more information about liminality, please contact Terry Tudor at terrytudor@pulseinstitute.com.



*PULSE Institute shirts are now available. Call us for further info!
1 888 882 8804*