

THE PULSE RATE

MARCH 2007

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PULSE COURSES INCLUDE:

- **PULSE for Managers**
April 2, June 4
- **PULSE Conversations**
April 3, June 5
- **Appreciative Inquiry**
March 26-27
- **The PULSE Program**
July 16-20

1.888.882.8804

A COMMUNICATION MOMENT...

Here in oil and gas country it is not an uncommon trait of the corporate safety culture to have a “safety moment” in a meeting with more than a few attendees. Attending one such meeting recently, Nancy hit on the idea of introducing a *Communication Moment* which would enhance safety.

Sue Hammond Innes effectively connects the “unnamed elephant” to the space shuttle disaster in her book *“The Thin Book of Naming Elephants”* (reviewed in our last newsletter). An effective communication culture alongside an

effective safety culture will help prevent disasters resulting from poor communication.

A *Communication Moment* is a designated time within a meeting when people are encouraged, in a safe environment, without repercussions, to raise a critical topic for discussion.

Let us know what you think, and what a *Communication Moment* might look like in your organization.

~Marjorie Munroe

New website coming!

March 2007

www.pulseinstitute.com



A STRUCTURED CONVERSATION

The PULSE process is one that can be taught in an hour and takes a lifetime to master. Our structured conversation with its five distinct stages is a wonderful

tool for guiding decision making whether through negotiation, mediation or facilitation. Any decision making conversation or leadership conver-

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COMMUNICATION AND SAFETY

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sation benefits from the structure. The conversation acknowledges the need to visit each time zone focus; past, present and future. It allows conver-

sationalists the opportunity to uncover the circumstances from the past, with its emotion, to learn from each other the significance of those circum-

stances in the present and to search possibilities for the future.

~Dr. Nancy Love



BOOK REVIEW: BRIDGING CULTURAL CONFLICTS

Steve's stories from teaching courses in Africa in the past year have really ignited our interest in the impact of culture in conflict. To learn more, I turned to Michelle LeBaron, currently a Professor of Law and the Director of the UBC Program for Dispute Resolution. In her book Bridging Cultural Conflicts: A New Approach for a

Changing World, LeBaron effectively steps the reader back from a conflict to reveal how the workings of cultures can remain mysterious, and how this mystery can impede constructive work with conflict, no matter how well intended.

In unraveling this mystery, LeBaron provides us with concrete tools which she groups

into the 6 elements of conflict fluency, and the 8 components of dialogic engagement.

Peppered with stories and examples, I gained new understanding through LeBaron's discussions about how skills we take for granted, like framing issues and practicing active listening, have the po-

"This book is about the intersections of culture and conflict. It seeks to find — and invent where none can be found — constructive, hopeful connections between the two.


Michelle LeBaron

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PULSE EXPANDS TO OFFER FAMILY MEDIATION

Lorna Elder is PULSE's newest associate and head of the Family Mediation Division. She brings with her four years of mediation experience and is a Registered Family Mediator. In addition, she holds Conflict Management and Labour Relations Certificates and a Bachelor of Commerce Degree. Part of her vast training has been with LESA and The Emotional Fitness Institute.

The Family Division will use the PULSE five stage mediation model to empower clients to determine their own outcome. Circumstances could include families in transition, division of assets, parenting plans or family business conflict. The PULSE mediation model can result in significant cost savings and efficiency compared to the litigation process.



Contact Lorna at 269 2692 or lornaelder@pulseinstitute.com for further info



DR CONSTANCE AHRONS IN TOWN...

On behalf of the **Alberta Family Mediation Society** (www.afms.ca) we would like to inform you about an evening with Dr. Constance Ahrons.

Would you like to look into a crystal ball and know what long-term effects your divorce will have on your children? If you are recoupled or remarried, how will that affect your children? In

this evening forum Dr. Ahrons, author of *The Good Divorce* and *We're Still Family*, will share the surprising findings of the 173 grown children she interviewed 20 years after their parents' divorce. Whether you are divorces, thinking about divorce, remarried or an adult-whose parents are divorced, you will find this discussion with Dr. Ahrons informative,

challenging and hopeful.

What children want Parents to Know About Divorce and Remarriage

7pm, April 26, 2007, Hotel Arts, Calgary.

Contact Alberta Family Mediation Society for information and ticket purchase. (403 233-0143 or conference@afms.ca.

The Good Divorce

"The findings and the perspective I took in that book showed that divorce did not need to destroy families and that, in fact, many parents formed parenting partnerships after divorce that permitted them to meet the needs of their children."

Constance Ahrons

WE ARE ON THE WEB!
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AGENTS FOR COLLABORATIVE FUTURES

The PULSE Institute, through professional training, coaching and mediation services, offers the means to improve workplace communication and managerial effectiveness. At PULSE we value Responsiveness, Integrity, Inclusiveness, Flexibility, Creativity, and Accountability in all training, coaching and mediation services.

CONFLICT AND CULTURAL FLUENCY

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tential to impede resolution.

In particular I keep going back to LeBaron's description of dynamic engagement and the dialogic spirit. The components of dynamic engagement are animated by a spirit of dialogue which feeds curiosity and keeps parties in the conversation. I am

struck by the fluidity of this model (in fact I am not sure I should call it a model) and by LeBaron's talent for presenting things in a context and manner which are easily understood and remembered because they are so clearly based on common sense.

~Marjorie Munroe

Bridging Cultural Conflicts: A New Approach for a Changing World

Michelle Le Baron
Jossey-Bass, 2003

Also available:

Conflict Across Cultures: A Unique Experience of Bridging Differences

Michele LeBaron &
Venashri Pillay
Intercultural Press



PULSE Institute shirts are now available. Call us for further info!
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