

THE PULSE RATE

OCTOBER 2009

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QUESTIONING

As I was debriefing a difficult mediation this week with a colleague, she berated herself for over-thinking. I like this about her actually, that she doesn't take anything for granted and has an incisive questioning mind.

As we question our experience, it is easy to fall into the trap of wearing the "failure" of a mediation, that is one which did not reach a signed agreement. But is this a failure? I think the challenge is with how we define success and failure. Too often we define success as a signed agreement. In the case of the "failed" mediation that I facilitated this week I know in fact that the parties

learned significantly from each other and left the room with new insight into their situation. I don't know if they will reach a signed agreement on their own, but I do know that I gave the process to them and that they did the best they could with what they knew.

So though it was not a failure, what could I have done differently? Why do I continue to study mediation, and why do I value studying the PULSE Frame? See page 3.

~ Marjorie Munroe, Editor

QMED ACCREDITATION

The next opportunity to apply for the QMED or the CMED certification through the AAMS will be March 1–March 31, 2010. If you have completed a minimum of 80 hours (10 days) of training and done 2 supervised practice mediations you may be eligible to apply for your designation. For

further information contact the Alberta Arbitration and Mediation Society at www.aams.ab.ca or 1.800.232.7214.

PULSE COURSES INCLUDE:

- Mediation in Uniform November 16-20
- PULSE Concepts January 28-29, 2010
- PULSE Practice February 24-26, 2010

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TABLE OF COURSE EQUIVALENCIES		
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)

GENTLE TALK IN CONVERSATION

If you have been on the planet a while then you already know how to speak and listen to your fellow human beings. You have probably experimented with different approaches to communication and have developed your own repertoire of how to get what you need out of a conversation. You have been more or less successful in your everyday encounters and have learned to adjust what you say and how you say it according to the situation and the audience.

The GHOST skills parties are invited to use in a PULSE Conversation are not necessarily new. They are the skills that you have used or that someone has used with you: Gentle, Honest, Open, Specific, Talk. Using language skills effectively in conversation requires your attention and your intention to be deliberate and focused. The purpose here is to define the skills in a way that will allow you to access them more

readily and know when each skill can be most effectively put to use in a conversation.

In the PULSE conversation participants are asked, invited really, to speak *gently* to each other. Speaking gently allows the other person to keep on listening. You know that when someone uses an aggressive tone with you, you tend to shut down, so rather than risk shutting the other person down or raising their defences participants are invited to speak so the other person can hear what they are saying.

We use gently rather than respectfully because out of respect you may hold things back or say things that may not be entirely true. Speaking gently allows the other party to hear everything that is on your mind, not just the things that someone like them ought to know. You judge what to say rather than how to say it. Finding a way to say everything that is on your mind can be the key to

quality, sustainable resolutions and decisions. Choosing your words so that the impact is cushioned is a skill.

Speaking so others can listen takes practice because the situation and the perspective of the other person will influence the words, the tone, the pace, the delivery of the “truth”. Knowing the 40 degree perspectives in conversation, the Beliefs, Expectations, Assumptions, Concerns and Hopes (PULSE BEACHs), gives speakers knowledge and flexibility as they choose their gentle words. Once the speaker has identified their perspective and whether they have a past present or future orientation then they can deliberately choose their words to create a story that the other can hear. The invitation to speak gently gives parties the freedom and the comfort to enter the conversation.

~ Dr. Nancy Love

GENTLE, HONEST, OPEN, SPECIFIC TALK

To read the rest of this article from Dr. Nancy Love, visit her blog at wordpress.nancylove.com

Are you a mediator or consultant interested in learning more about the oil and gas industry in Alberta? We have a one day program that will provide you with a practical means to prospect for business, and a deeper understanding of the *business* of oil and gas.

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WHY PULSE?

10 reasons why I continue to study the PULSE Frame:

1. To challenge myself to think more deeply about what works in mediation and negotiation.
2. To learn appreciative questioning strategies.
3. To connect the tools mediators use to the practical application of everyday life and make them workable.
4. To enhance my listening skills and gain deeper awareness about what I need to do to listen effectively.
5. To gain fuller understanding of my own and others' underlying motivations.
6. To think critically and deliberately about speaking and listening skills.
7. To learn the art of *detachment*: the means and the reasons to detach from the parties and the conflict, and yet maintain a connection.
8. To gain skills and techniques for remaining neutral.
9. To continue my path of questioning my assumptions and my knowledge.
10. To be a better mediator and facilitator.

~ Marjorie Munroe

THE PULSE PRACTITIONER'S READING LIST

PULSE Conversations for Change, Dr. Nancy Love
(to purchase, visit www.pulseinstitute.com)

Managing Differences, Dr. Dan Dana
(to purchase visit www.pulseintitute.com)

The Thin Book of Appreciative Inquiry, Sue Annis Hammond

The Wisdom of the Enneagram, Riso and Hudson

Emotional Intelligence, Daniel Goleman

Interviewing for Solutions, DeJong and Insoo

All titles are available through a local bookseller or website unless otherwise noted.

REGISTER NOW for PULSE courses. Visit the course calendar page on our website to see a complete list of offerings and dates.

www.pulseinstitute.com

10% off for all mediators and CAPC members.

50% off for PULSE Professionals.

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.

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

Mediation in Uniform

This is a unique opportunity to learn skills for managing conflict while working within a distinct chain of command.

Edmonton, November 16-20
Instructor: Steve Critchley, CD

**PULSE Concepts and Practice
(40 hour Mediation Certification)**

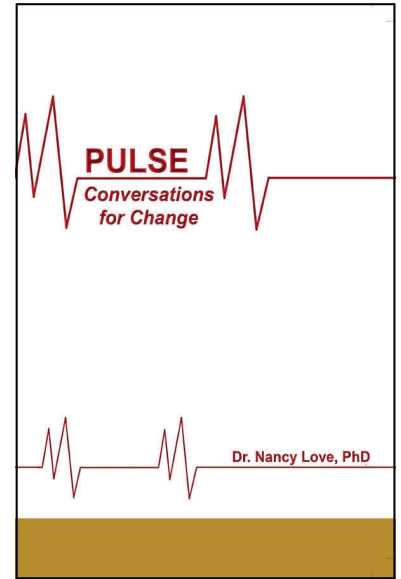
In this five day intensive program you will gain the skills and the confidence through practice to facilitate conversations for change.

Washington DC October 12-16
Instructor: Lynda Mann
Calgary, January 28-29, 2010 (Concepts)
Calgary, February 24-26, 2010 (Practice)
Instructor: Marjorie Munroe/Nancy Love

Enneagram

Presented through the AAMS, the program will provide you with deeper understanding of yourself and others in conflict through a thorough exploration of underlying motivations.

Edmonton, October 30-31.
Instructor: Dr. Nancy Love
Please call the AAMS at 1.800.232.7214 to register.



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REGISTER NOW!

You can now register and pay online for all PULSE courses. Visit the course calendar page at www.pulseinstitute.com.



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