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1.5 HOURS IS TIME ENOUGH

We are thrilled and excited by the response to our new 1.5 hour webinar series. *Difficult People* has been particularly popular this spring. Participants tell us that not only is it informative and useful, it is fun to boot. As it turns out, Mel Blitzer and Nancy Love have an engaging banter which keeps people intrigued and entertained as they are learning.

The PULSE webinar (or webcast) is a bit like a radio show, but you can follow along with visuals online as you listen. You can phone in, or chat online too asking your questions live. Topics are relevant for many in the workplace and don't all centre on conflict. The last before we break for summer is on June 23 – *Work/Life Integration*. For further information read this newsletter or visit our website. Try one! Your first webinar is free.

We share an office with Community Mediation Calgary Society. Paul Blakeney, the Program Director loves a good chat, and especially nothing better than plunking down in a chair in my office to tell me about his most recent reading as he studies for his Masters in Conflict Analysis and Management. He has enthusiasm and ideas to share, so read my interview with him to learn more.

You may recognize Paul too in his difficult person persona – Tim. Tim and Shirley need help. Read on for how to join the conversation online.

PULSE COURSES INCLUDE:

- PULSE Mediation Certification, Washington DC June 14-18
- PULSE Coaching Canmore AB, Aug 16-20
- Mediation Certification Kansas City, Sept 20-24
- Advanced Mediator Training Kansas City, Sept 27-Oct 1

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CONFLICT COACHING WITH PULSE

The Coach mediator provides a unique opportunity to confront conflict with a blended approach. Conflict coaching is essential when emotions are high and histories are long. The Coach Mediator has the ability to take people through a full process from pre-meetings and determining what conflict intervention is appropriate, through mediation and ultimately coaching and supporting parties as they work to achieve the goals they set out in mediation. Our Coach Mediator program in August offers an opportunity for the coach to learn from the mediator and the mediator to learn from the coach. Sign up now and expand your skills!

- ✓ 40 hours PULSE Coach Training with ICF credits awarded.
- ✓ Canmore AB
- ✓ August 16-20, 2010

For further information, please contact us our visit our website at

www.pulseinstitute.com.



ICF CCE Credits now available for PULSE Coach Training.

AN INTERVIEW WITH PAUL BLAKENEY

Paul Blakeney is the Program Director of CMCS (Community Mediation Calgary Society). He is mid-way through the Master of Arts in Conflict Analysis and Management program at Royal Roads University. I asked him a few questions recently about his experiences in the Royal Roads program and what impact they have had on his work with CMCS.

What motivated you to do this program?

When I started as program director [at CMCS] I had no experience with mediation. I was interested in the business side. I completed my certificate in mediation at the Justice Institute of BC and really found the conflict resolution field stimulating. I wanted to further my education and the Royal Roads program seemed to fit with my interests. I started in July 2009.

What has been the most rewarding aspect of the program so far?

The most rewarding part of the program has been the opening of possibilities in my mind in the conflict resolution field, particularly systems analysis. Conflict systems analysis allows the conflict practitioner to ask questions about what's going on beyond the immediate now – it opens up the inquiry into many aspects beyond the people involved. Conflict systems allows for the practitioner to identify key leverage points in the system that may not necessarily be obvious. In short, it helps

you ask questions.

How are your studies helping to shape your influence in the CMCS?

This program has helped me ask questions about what CMCS does, and my role within it in terms of increasing our service delivery and impact to communities. At Royal Roads there is a particular focus on cross-cultural awareness and this knowledge has caused me to reflect on the effectiveness of interest-based mediation in different cultural settings. I am exploring the possibilities for tailoring interest-based mediation for various cultural backgrounds.

What would you say to others who are considering taking this program?

I was pleasantly surprised by the diversity of learners in the program. I thought many would come from a mediation background, but only two of us have mediation experience. Learners include law enforcement, military, public, private and non-profit sector.

I thought I had a pretty good idea when I started what I would get out of this program, but it opened up a much bigger world of possibilities than I ever expected.

To learn more about CMCS, please visit www.mediation.ab.ca. To explore the Royal Roads Conflict Management program, visit www.royalroads.ca.



Paul Blakeney
Executive Director, CMCS

PRINCIPALS: FACES OF CHANGE

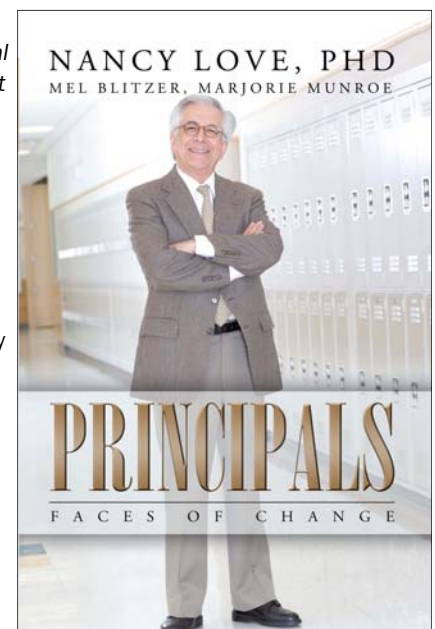
Principals and teachers: The pressure is on. There has never been such a high degree of expectation for school principals to effect change. And despite the indirect influence of school principals on students, principals are being mandated with ever more urgency to create a learning environment where measured educational results are taken as the ultimate judgment of administrative competency.

In their new book *Principals: Faces of Change*

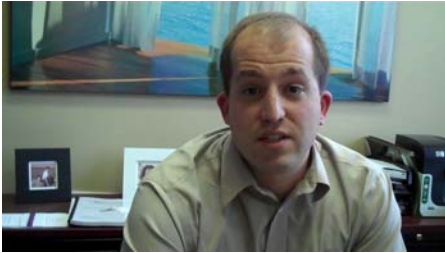
(published by Trafford Publishing) expert educator Nancy Love, with Mel Blitzer and Marjorie Munroe use narratives based on interviews with five principals with five very different approaches to “leading from the hallway,” featuring basic archetypes or metaphors principals can model to approach leadership – and improve outcomes – in their schools.

AVAILABLE TO ORDER ONLINE.

www.chapters.ca or www.amazon.com



VISIT US ON [YOU TUBE](#) AND COMMENT: WHAT WOULD YOU DO?



The Trouble with Shirley



What to do about Tim

Tim and Shirley are co-workers in conflict. Watch the video clips on YouTube and join the dialogue:

Who is the difficult person?

If you were their manager, what would you do first?

How would a PULSE conversation help to resolve this dispute?

If you were Tim how would you handle the situation? If you were Shirley?

Stay posted for more on the Tim and Shirley story. Next time: Tim consults a conflict coach.

<http://www.youtube.com/user/marjoriemunroe>

WEBCAST TOPICS FOR FALL:

September: Difficult People

Explore the behaviours, impacts and perspectives of a veritable rogues' gallery of bullies, tyrants, prima donnas, doom and gloomers, indecisives, backstabbers and nit-pickers. Explore the top ten strategies for discouraging the destructive behaviours of difficult people.

October: Mind Maps

Mind Maps are visual representations or drawings of concepts, ideas, problems, opportunities, or situations. Through association and grouping, mind maps are effective tools for organizing projects, particularly those designed to take creative ideas to implementation.

November: Time Management

Sands of time run quickly and many of us can find ourselves on Friday with a to-do list remaining from Monday. How can you gain control of your time?

December: Work/Life Integration

Where are you on your journey to a satisfying and fulfilling life? Do you have a clear idea or vision of what a satisfying and fulfilling life for you might be?

\$149/session. Subscription rates available. For dates and to register visit

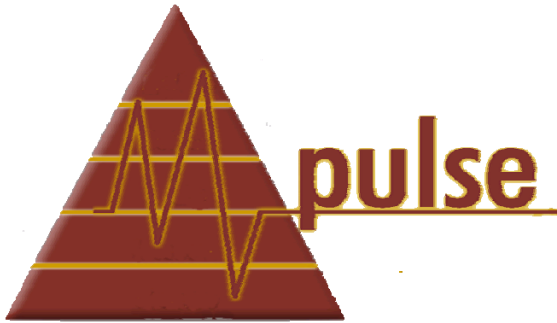
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**Free
Offer**

Your first PULSE Webinar is free. Join us June 23 for *Work/Life Integration* or September 2 for the very popular *Difficult People!*



THE STORY BEHIND A NEW PULSE LOGO...



We enjoy the many references to heart beats, pulse rates, and [Nancy] love. Our old logo conveyed the heart rate, but we now we have decide to trim our look and focus it onto the powerful pyramid which many of you know well from our programs.

The pyramid is a powerful figure. For PULSE it represents the 5 steps of the PULSE Frame (Prepare, Uncover Learn, Search, Explain) and the climb up conflict mountain. It also represents the triad of head, body, heart or content, process, response.

Through a PULSE Conversation we can measure the heart rate of an organization and help people make their own collaborative decisions based on evidence from the past, criteria in the present and a positive image of the future.

PULSE COURSES

PULSE Mediation Certification

An introduction to the PULSE Frame for effective conversation and an opportunity to practice the skills for effective conversation. This course provides a practical program in 40 hours.

Kansas City:
Mediation Certification
September 20-24

Advanced Mediation Skills
September 27-October 1

PULSE Coaching

Based on the PULSE Frame, PULSE Coaching provides a structuring for coaching conversations aimed at empowering people to find their own solutions. Suitable for Mediators and Coaches alike.

Canmore AB:
August 16-20 and Nov. 22-26
Instructor: Lois MacNaughton and Nancy Love



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REGISTER NOW!

You may register and pay for all PULSE Classroom and online programs through the [course calendar](#) on our website.

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