

PULSE Practice

People Using Language Skills Effectively



Instructor Marjorie Munroe is a mediator, trainer and writer who works with a variety of clients in union and non-union environments, both in the private and the public sector. She asks, *Why does mediation work? What can we learn from the skills mediators use to improve our business and personal relationships?*

How successful are your conversations?

The two-day PULSE Concepts program introduced you to the PULSE framework, and gave you a basic understanding of how you can use the tool. If you are in a position of leadership, you need to not only be able to practice the framework yourself, but use it to enable others to improve their own conversations.

This course engages in a deeper, experiential examination of each aspect of the PULSE model. This practical application of the principals will allow you as a student to build confidence in using PULSE for yourself, through exercises, role plays, videos, and the use of coaches as you come to understand the true intent of each step. This three-day course will certify you as a PULSE practitioner.

This program will benefit those looking to build skills for:

- Holding a safe-space for constructive conversations
- Detachment as a Facilitator
- Appreciative Questioning
- Empowering clients and/or staff

The PULSE institute was established in 2002 by Dr. Nancy Love, to help People Use Language Skills Effectively and improve the relationships around them. The PULSE programs identify a specific, simple, effective framework to guide the conversations we use to drive the activity of our lives.

Register Now

January 28 & 29, 2010

Calgary, AB

Registration Fee: \$1125 (After December 1)

Call 888.882.8804 to register or visit our webpage www.pulseinstitute.com.

Early Bird Special

\$750

Registrations before Dec. 1

PULSE INSTITUTE

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PULSE Concepts

Prepare, Uncover, Learn, Search, Explain

COURSE INFORMATION AND OBJECTIVES

"Just take it. It's worth it regardless of your position in the workplace – it will benefit you."

Dave Skrobot,
VP Training Customer
Service
Calgary

"The course accommodates individuals with a wide variety of skills and backgrounds – ensuring that participants are fully engaged at all times and that everyone experiences significant learning."

Valerie Nichols,
Organizational Development
Department of Treasury
U.S.A.

Pre-requisite: PULSE Concepts

At the end of this course, you will put into practice the PULSE framework:

Prepare for the conversation at hand. You will review and demonstrate an effective conversation, identifying such things as purpose, roles, time limits, and when to transition to the next step.

Uncover the real issues that this conversation sets out to resolve. You will frame an impartial, inclusive agenda for the conversation.

Learn what things are significant to the parties involved. You will develop skills to facilitate a brainstorming session.

Search for possible solutions. You will explore the techniques and the skills for writing an action plan factoring all solutions and stakeholders.

Explain exactly what actions need to happen next and establish roles for all stakeholders in the future. At this stage, you will participate in a role play that will walk you through each step of the framework with guided coaching.

This course is part two of a two-part program. Once you have gained the completed this course, you will become a **PULSE Practitioner**.



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