

PROACTIVE RESOLUTIONS™

CONFLICT MANAGEMENT



ProActive ReSolutions Inc. gives companies the tools they need to avoid or manage conflict. We deal with issues such as respect, emotions and even violence in the workplace.

ProActive ReSolutions is internationally recognized as a leading firm in preventing and managing workplace conflict. The company has offices in Australia, the U.S. and Canada, including a recently-opened franchise in Edmonton, Alberta, with further plans to expand across Canada and other international markets.

CUTTING THE COSTS OF *WORKPLACE* CONFLICT


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Australia Summer/ Canada & USA Winter 2006

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Fittingly for the holiday season, in this issue ProActive ReSolutions deals with emotions. Emotions are contagious, and it is impossible to be around other people and not be affected by how they feel; whether at home or at work. In the ProActive ReSolutions' training and booklet, "Emotions at Work," we learn to understand and manage our feelings at work, including how to develop your emotional intelligence.

Are you working in a positive and thriving workplace, or is your workplace full of anger amongst co-workers that brings down productivity of the whole team? In most jobs, overall performance depends as much on our ability to get along with others as it does on our specific technical abilities. Getting along well with others requires good communication skills—and so much of what and how we communicate is emotional in nature!

There are two articles featured in this issue: "Are You a Hulk or a Monk?" and "The Great Candour Robbery." These two articles provide basic guidelines to help improve your emotions at work. I hope you find the articles useful; and as always we are pleased to answer any questions via e-mail or by phone. 

Best wishes,
Judy Brooks
Managing Director

Judy Brooks

Each year on behalf of clients, business partners and clients-to-be, and in lieu of a Christmas card, ProActive ReSolutions makes a donation to a cause in honour of someone who has touched our lives.

This year, we will make a donation to the Cancer Society in honour of Shelley Davies. Shelley worked with us in 2005/2006 as part of the PRI team. In Spring last year, Shelley took time off for surgery and recovery from cancer. Shelley has handled this year like she does everything with humor, perseverance.

Shell—we are glad you are on the mend. Tyler and Neil, bet you are glad mom is feeling better!!

Our best wishes, and love to all of you. 

QUOTE OF THE MONTH

"The emotions aren't always immediately subject to reason, but they are always immediately subject to action."

William James



Judy Brooks

"Emotions are contagious. Is your workplace full of contagious excitement & happiness, or is it full of contagious anger and disgust?"

Thank you to all our valued clients who we worked with in the third quarter of this year, including the following:

AUSTRALIA

- ACT Revenue Office
Canberra, NSW
- Australian Taxation Office
Wollongong, NSW
- Cape York Partnerships
Cairns, QLD
- Department of Defence
Canberra, NSW
- FairField City Council
Wakeley, NSW
- Pinnacle Mines Pty Limited
Broken Hill, NSW

CANADA

- CTV
Vancouver, BC
- City of Fort St. John
Fort St. John, BC
- Greater Vancouver Regional District
Burnaby, BC
- Hay River Health & Social Services
Hay River, NT
- ICBC
North Vancouver, BC
- Lidstone, Young, Anderson
Vancouver, BC
- Ministry of Attorney General
Victoria, ON
- National Parole Board—UK
UK
- City of Prince George
Prince George, BC
- Regional Treatment Centre
Abbotsford, BC
- Roper Greyall
Vancouver, BC
- Squamish-Lillooet Regional District
Pemberton, BC
- Vancouver Police Department
Vancouver, BC
- WorkSafe BC
Richmond, BC

USA

- Abrams & Sperling
Los Angeles, CA
- BP Exploration
Anchorage, AK
- City of Rialto
Rialto, CA
- Conoco Phillips
Anchorage, AK
- Forensic Health Services
Braintree, MA
- KC Department of Transportation
Kansas City, MO
- Mendota Mental Health Institute
Madison, WI
- Saint Gobain
Muncie, IN
- State of Iowa
Des Moines, IA

PRI News:

Richard Hart presented at the following workshops:

Oct 31 Lancaster House. Topic: "Dealing Effectively with Workplace Bullying and Harassment."
Nov 7 Canadian Bar Association's Employment Law Subsection. Topic: "Using Conflict and Threat Management Services Effectively."
Nov 14 BC Human Resources Management. Topics: "Dealing with Group Conflict"; and "Managing Workplace Violence"

Dr. Stephen Hart presented at the following Int'l Conferences:

Sept 30 Sex Offender Commitment Defenders Associations in Chicago, Illinois. Topic: "Psychopathy and the Civil"
Oct 27 Oregon Forensic Institute in Portland, Oregon. Topic: "Violence Risk Assessment: An Update for Mental Health Professionals."
Dec 4 British Psychological Society in Belfast, Northern Island. Topic: "Clinical-Forensic Management of Personality Disorder."
Dec 5 British Psychological Society in Belfast, Northern Island. Topic: "Assessing Risk for Violence: Promise and Perils."
Dec 9 Florida Psychological Association in Amelia Island, Florida. Topic: "Violence Risk Assessment for Mental Health Professionals."

In the last quarter, we advertised in the following magazines:

Alberta Venture (Sep. Issue): Published monthly, *Alberta Venture* discusses business opportunities/issues in Alberta.
Business Edge (Sep. Issue): Published biweekly, *Business Edge* reaches more Canadian businesses than other publications.
Business in Calgary (Sep. & Oct. Issues): Published monthly, *Business in Calgary* is dedicated to improving Calgary's business community.
HR Monthly (Oct. Issue): Published monthly, *HR Monthly* is Australia's most respected HR magazine.
PeopleTalk (Sep. Issue): Published four times a year, *PeopleTalk* is British Columbia's largest HR Publication.

ARE YOU A HULK OR A MONK?: CONTROLLING YOUR EMOTIONS



Last year, more than 70% of people experienced a violent urge to hit – wait for it – their pc! Most of us want to know what is wrong with the 30% that didn't have that experience.

Getting emotional about our laptop? And let's not talk about our obsession with mobile phones! We also get emotional about people. All of us experience a wide range of emotions at work, at home; whatever we are doing, whoever we are with.

We are all naturally drawn to people who make us feel loved, appreciated, valued or respected. We would rather avoid those who can't say anything complementary, and who make us feel embarrassed or uncomfortable.

We can all get better at considering the link between *how we feel and how we act*.

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We can make sense of about 500 words per minute. Most of us speak at a rate of around 150 words per minute.

We can make sense of someone speaking to us at 150 words per minute by using 30% of the processing power we have. What do we do with the remaining 70%?

We probably process how we **feel** about what is being said. There are many social situations where we later regret having acted on our first impulses — choosing to act on the way we feel — without considering the consequences. It does take some effort to influence our emotions. Feel the way you feel and then decide how to respond. Let's not try to stop ourselves from experiencing our emotions, but rather focus on choosing how we behave so we can be accountable for what we do.

These recommendations are based on ProActive ReSolutions' **Emotions at Work** workshop. Through this workshop individuals and groups understand and better manage their own feelings and to respond more constructively to those of others.

For more information, e-mail at info@proactive-resolutions.com

THE GREAT CANDOUR ROBBERY

We like being surrounded by people who agree with us and tell us how bright and easy we are to get along with.

But the person who is willing to look us in the eye as the supervisor or manager and say "No" to a poor business idea or to poor behaviour is worth a thousand who say "Yes" or nothing.

Perhaps as the decision-maker you are being robbed of the candid information you need to have in order to make different decisions about behaviour and performance.

Stop the Great Candour Robbery

We have two suggestions for increasing open and honest conversations about ideas, behaviour and performance in your work place.

First, check if your response to constructive criticism is too thin-skinned and discourages any response other than flattery.


Second, make sure that all of your employees are able to give and to take feedback

Try these questions and tips for dealing with emotions at work:

When you are angry, do you say the first thing that comes into your head?

How do you react when another person disagrees with you?

How do you respond to feedback that lets you know that you have not met others' expectations of your performance?

Pay attention to the way you feel. Once you have a better idea what you might be feeling, ask yourself some questions like: *'why am I feeling this way? What am I mourning, celebrating or afraid of? What is making me feel threatened?'* 




on ideas, behaviour and performance.

Use the following guidelines to make it easier for those around you to make better decisions about changing and maintaining day to day behaviour and performance.

We all have to get on with a wide range of people at work – colleagues, customers, and suppliers. You won't like everyone though maybe you could learn from them.

Create a basis for looking collaboratively – not combatively – at what you are choosing to be concerned about.

Many hurts are not intended; we all have gaps between what we say and what we do. Listen more than you talk. 

For more information on our programs, e-mail at info@proactive-resolutions.com

MEET CHRISTINE !



Meet Christine !

We are excited to introduce to you **Christine Piquette**, the owner of PRI's franchise office in Edmonton, Alberta. Christine is a graduate of the 2004 Correctional Service Program at Grant McEwan College with extensive volunteer experience dealing with alternative conflict resolution.

What was your best decision?

Enrolling in Grant McEwan College, which shaped the direction of my life, and brought me to where I am now.


What do you spend most of your time doing?

I spend significant amount of time maintaining a level of fitness, eating well and of course surrounding myself with good company.

What inspires you?

I am inspired by people who are driven and see opportunity where others see adversity. My mom, my number one supporter, also inspires me with great work ethic & moral conscience.

Where would you like to visit next?

I am planning a cycling trip across the Maritimes some time later this year. 

Meet Christine !



Cutting the Costs of Workplace Conflict

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