

ProActive ReSolutions builds respectful workplaces through prevention programs and incident management.

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ACTIVE VOICE

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With all the uncertainties and challenges facing us in 2009, why not resolve to set your workplace up for success?

Simplicity Spells Success!

I don't know about you, but I've never been one to get wrapped up in New Year's resolutions. I have a friend who does. She starts off every year with a contract to herself that includes audacious goals like no sugar for 30 days, secure a 20 per cent pay raise, or plan a six-week trip to India.

The irony is after about two weeks of strategizing how to make these colossal goals a reality, she becomes overwhelmed with the details and her ambitions suddenly change. A new study has shown sugar has health benefits; India is far too vegetarian and if she's not going to travel why the heck would she need a pay raise?

This is not to say I don't believe in setting goals. The New Year is a great time to reflect on what we've achieved and what needs to be improved on. With that being said however, there is value in simplicity. This is why top municipalities, government agencies and global organizations, continue to benefit from the products and services at ProActive ReSolutions. We believe in providing simple, effective tools that build better workplaces.

With all the uncertainties we're facing in 2009, why not resolve to set your workplace up for success? It doesn't have to be complicated: identify key issues, find solutions, and act on them. In this edition of Active Voice we offer many simple tips for building a successful workplace.

Here's to a simply successful 2009!

Richard Hart, Director
ProActive ReSolutions Inc.

This Issue

In The Media

Page 2 - Embracing Diversity: January's issue of HR Voice looks at workplace diversity and how it can help organizations move forward.

Page 2 - Office Peace: ProActive launches an online video series that addresses how to prevent violence in the workplace.

Featured Product

Page 2 - Straight Talk: Clear communication is one of the best ways to build a respectful workplace. Straight Talk takes a simple structured approach to having difficult conversations.

Closing the Generation Gap

Page 3 - Part two in ProActive's series on communicating across generations focuses on how to resolve workplace issues before they escalate into conflict.



IN THE MEDIA



HR Voice - BC Human Resources Management Association Online Newsletter
"Working Together: Embracing Diversity in the Workplace."
- By Richard Hart, January, 09

ProActive ReSolutions' Director, Richard Hart discusses workplace diversity in the latest edition of HR Voice. Hart explains how to capitalize on employees' individual differences using collaborative decision-making. This sets a standard for acceptance and healthy dialogue. When employees feel they can contribute their knowledge without fear or judgment, productivity and job satisfaction rates soar. To read the entire article visit: www.hrvoice.org



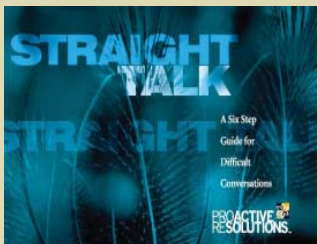
ProActive enters the social mediashpere!
www.proactive-resolutions.com/videos

Everyone wants to feel safe at work, but the sad reality is 1 to 2 million violent crimes occur in the workplace every year. Fortunately workplace violence can be prevented if both employees and managers are aware of the early warning signs.

In the first part of its year-long video series, ProActive ReSolutions' Dr. Stephen Hart addresses how to take action and prevent violence from occurring in your office. To view the videos, visit www.proactive-resolutions.com and click the "Videos" link on the top right.

Stay tuned for more videos coming soon!

FEATURED PRODUCT



STRAIGHT TALK

Straight Talk is a tool that helps us communicate clearly when addressing difficult topics. It takes a simple and structured approach to preparing for and having difficult conversations.

Used properly it ensures respectful conversations are taking place in a clear and concise manner with concrete outcomes.

So how does it work exactly? Straight Talk consists of six easy steps that help us say what we need to say and listen to what others need to say - all without falling into the trap of unprofessional and disrespectful behaviour. For more information visit: www.proactive-resolutions.com

Communicating Across Generations



LISTEN UP! - Generational differences are one of the most commonly reported causes for communication breakdown in the workplace. Teaching employees how to have difficult conversations can improve working relationships and prevent conflict.

A lot of ink has been spilled in attempt to explain the differences between generations. Scholars, workplace experts, and HR gurus have all concluded generational differences contribute to communication breakdown.

In the last edition of Active Voice we looked at some of the major events and influences that have shaped generational thinking. In this edition we examine a communication tool that top municipalities, government agencies and organizations are using to close the generation gap. The tool is called Straight Talk and it's used by supervisors and employees alike to initiate difficult conversations in the workplace.

The best part – it's easy, just six simple steps!

1. State the purpose

If someone's actions are bothering you at work it's your responsibility to let them know. This doesn't mean you have to address every minor annoyance, but if behaviour truly needs to be corrected, ignoring it will only create future problems. The first step is to ask to have the conversation using neutral language.

For example: "Tonia, I really need to speak to you about this morning's meeting. Is now a good time to talk?"

2. Describe the behaviour

Think of the actions that impacted you directly and describe them. For instance: "Tonia, today in the meeting you interrupted people on three different occasions to make your point. You then walked out while Mike was talking and before the meeting was finished."

3. Describe the effect

Now explain how the specific behaviour affected you. In this case you might say: "I find it difficult to concentrate on what people are saying when you interrupt. I was frustrated because we had to end the meeting without dealing with the slated action items."

4. Stop talking

It's important to give the other person an opportunity to respond. Once you've stated how the person's behaviour affected you, give them a chance to explain their actions. If the person doesn't address the exact behaviour, you can ask questions to keep them on track. For example: "Is there something I didn't see or misunderstood?"

5. Ask for change

In order to resolve the issue, you need to make a specific request for a change. This should be done using respectful and professional language.

In this case the request might be: "When we are in a team meeting, I need to be able to listen to people who are talking. I need you to not interrupt people and remain in the meeting until it's finished so it feels like we are part of a team."

6. Return Responsibility

At this point Tonia has not yet committed to changing her behaviour. In order to properly resolve the issue, you need to know whether or not the other person plans to honour your request for change. Ask for a direct commitment: "Can you agree to not interrupt people in meetings?"

Gauging Success

Not all Straight Talk conversations are going to end in the desired outcome. The person you address may refuse to change his or her behaviour, but you can feel good knowing that you have done your part to better the workplace.

For information on training your staff in Straight Talk visit www.proactive-resolutions.com