

# Advanced Workplace Restoration and WFA Certification Training



## Top 5 Reasons to Attend

1. Prepare for the new wave of workplace mediation.
2. Understand how workplace culture and conflict works.
3. Improve workplace health.
4. Gain recognition from WFI and ADRIO.
5. Learn how to turn around a workplace in crisis.

**November 13 – 17, 2017**

9:00 AM to 5:00 PM | 234 Eglinton Avenue East, 3<sup>rd</sup> Floor, Toronto



With Blaine Donais, B.A., LL.B., LL.M., RPDR C.Med & Marjorie Munroe, Co-Director Workplace Fairness West

This program combines a three day workplace mediation offering with a two day Workplace Fairness Analyst Certification process. Enroll and better equip yourself to practice workplace conflict management in all its varieties.

See page 2 for details, or visit  
[www.adr-ontario.ca/workplace](http://www.adr-ontario.ca/workplace)

Choose to take the first 3 days as a Mediation Certificate; the last 2 days as WFA Certification; or choose both for the entire workshop.

## DAY 1 - THE WIDE WORLD OF WORKPLACE MEDIATION

Here we will explore the following mediation options:

- employment mediation - i.e. mediation of common law wrongful dismissal claims
- grievance mediation - the process used as a diversion from arbitration in unionized work environments
- workplace interpersonal mediation - including two-party mediation and conflict management coaching
- collective bargaining facilitation and mediation
- workplace restorations

Most of this day will use group discussion as the pedagogical methodology. We will also provide demonstrations and roleplays to highlight the differences between these options. We will introduce a Mediation Approaches Model that accounts for the stark differences in these options.

## DAY 2 - INTRODUCTION TO WORKPLACE RESTORATIONS

Here we will lay out a model for restoring workplaces to a state of equilibrium. This will be focused on understanding trauma and its impact on workplace participants. We will take attendees through a number of scenarios that will help them understand the model and how it can be used to restore workplace health.

## DAY 3 - WORKPLACE RESTORATION IN ACTION

Participants will be given a very elaborate roleplay to review in advance of the seminar. This day will be focused on running a workplace restoration throughout this roleplay. Students will take turns throughout the roleplay to act as facilitator and to discuss strategic moves at various junctures.

## DAY 4 - UNDERSTANDING WORKPLACE HEALTH - WFA CERTIFICATION PART 1

Here we move to a structural analysis of workplaces with a focus on systems analysis and design. This is the beginning of the WFA certification process. We look at conflict and how it arises. We consider attribution theory and conflict transformation theory as a way of explaining how conflict manifests itself in the workplace. We also consider the role of fairness in conflict and workplace health. This will be an exercise and group discussion day. Participants will fill out forms related to their subject workplaces and share their insights throughout the day.

## DAY 5 - ACHIEVING WORKPLACE FAIRNESS AND PSYCHOLOGICAL HEALTH AND SAFETY - WFA CERTIFICATION PART 2

This day will be focused on evaluative models for understanding workplace structure. We will introduce the Psychological Health and Safety Standard and explore its potential use as an evaluative model for workplace health. We will also introduce WFI's Testing Instrument for Fairness Systems and its use to help evaluate the strength of conflict management systems. In the afternoon, we will explore methodologies for gaining organizational buy-in to the use of these tools. We will consider power relationships in each subject organization and strategize on how best to achieve commitment to change.

## Instructors



**Blaine Donais, B.A., LL.B, LL.M., RPDR C.Med** is a lawyer, mediator, arbitrator, investigator and leading expert in workplace conflict management. He is author of *Workplaces That Work* (2006); *Engaging Unionized Employees* (2010); and *The Art and Science of Workplace Mediation* (2014) all published by Carswell. He is president and founder of the Workplace Fairness Institute. He is an instructor of workplace conflict management at York University and University of Toronto (Centre for Industrial Relations and Human Resources) and acts as Visiting Lecturer at universities around the world. He is also Academic Coordinator for the York University SCS Advanced Mediation Certificate Program. He is co-chair of the ADR Institute of Ontario Chartered Mediators Regional Assessment Committee.



**Marjorie Munroe, Co-Director Workplace Fairness West - Marjorie** is a Chartered Mediator, Ombudsman and Workplace Fairness Analyst specializing in workplace conflict resolution and assessment. Marjorie is an instructor and Mediation Assessor with the Appropriate Dispute Resolution Institute of Alberta ([www.ADRAlberta.com](http://www.ADRAlberta.com)) and with Mount Royal University Continuing Studies ([www.mtroyal.ca](http://www.mtroyal.ca)).

## Cost

	2 day Certification	3 day Workplace Mediation	Five Days
ADRIO Members	\$900	\$1,350	\$2,000
Non- members	\$1,000	\$1,500	\$2,250

There is an additional \$200 +HST one time certification fee for those seeking to become registered as "Workplace Fairness Analysts" with the Workplace Fairness Institute.



**Registration includes Lunch & Snacks!**



**Hotel Discount:** Stay at the nearby Best Western Roehampton for just \$152.99! Email [events@adr-ontario.ca](mailto:events@adr-ontario.ca) for details.



**LSUC Substantive Hours:** This program contains 6 hours and 30 minutes of Substantive content per day.



**Parking and Map:** [www.adr-ontario.ca/map](http://www.adr-ontario.ca/map)

**Register Now:**

[www.adr-ontario.ca/workplace](http://www.adr-ontario.ca/workplace)

\* +HST on all rates. Cancellation Policy: If you are unable to attend, your registration is fully transferable to another person in your organization. If you must cancel, notice must be received in writing. All refund requests received on or prior to October 2, 2017 will receive a refund less a 20% administrative fee; those received on or before October 9, 2017 will receive a refund less 50%. No refunds after October 9, 2017. Sessions, speakers and times are subject to change. Registrations are tentative until October 20, 2017. Should we need to cancel this course, you will receive a full refund.