

ADVANCED WORKPLACE RESTORATION & WFA CERTIFICATION

10 Live Webinars . 2 Weeks. 8 CEE Points per Session.

Prepare for the New Wave of Workplace Mediation.

Updated with even more practical and effective content!

July 11 – 15 and July 18 – 22, 12:00pm – 4:15pm (ET) // 40 Hours

Choose to take the first 5 sessions as a Workplace Fairness Analyst (WFA) Certification; the last 5 session as a Workplace Restoration Certificate; or choose both options for the entire workshop at a discounted rate.



Instructor:
Blaine Donais
LLB, LLM, C.Med,
Q.Arb, PHSA, WFA

This advanced two-part seminar covers workplace assessments and restoration.

We take a look at workplaces from a broad and proactive perspective. We provide you with three important workplace assessment models: Fairness Assessments, Health Assessments, and Violence and Harassment Risk Assessments. We use an experiential training approach that relies on your experiences to provide working examples for application in the course. We work in small groups throughout the course to provide you with an opportunity to apply the skills and tools you are learning in the course.

“This program exceeded my expectations...highly recommended.”

*I took the WFA certification course in 2017 as National Defence was exploring ways to modernize its approach to conflict and complaint resolution. I was **highly impressed** with the comprehensive content of the course and the quality of the instruction delivered by Mr. Blaine Donais. This course **exceeded my expectations**...Since then, more than 40 conflict and complaint specialists within my team have received the certification. While the WFA process can be useful to address toxic workplaces, its greatest added value is preventive in nature as it contributes to create healthier workplaces through positive engagements. **Highly recommended** to any organization interested in investing in their people and to improve team synergy and effectiveness.*

- Alain Gauthier, Director-General Conflict and Complaint Resolution, Department of National Defence

- ✓ Understand how workplace culture and conflict work.
- ✓ Improve workplace health.
- ✓ Gain recognition from WFI and ADRIO.
- ✓ Learn how to turn around a workplace in crisis.

Each session of this course will be synchronous and live. All group work will be done in Zoom break-out sessions with reports back to the plenary session. In almost all ways this course is intended to replicate the learning experience of the live in-person seminar.

See the next page for a topic breakdown of each day, instructor's biography, as well as registration options.

Only 20 seats available. Register now:

<http://www.adr-ontario.ca/Workplace2022>

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Part 1 – Workplace Assessments

In this course we will introduce you to various kinds of assessments that can take place in the workplace setting. Our focus will be on assessments that are not necessarily related to specific incidents but are aimed at diagnosis of challenges in the workplace and also assessments that take a proactive approach.

Session #1 - Understanding Workplace Conflict and Culture

Here we introduce a model that we use to assess the cultural and organizational health of a workplace. We explore attribution theory, conflict transformation theory and discuss how culture and conflict can be assessed in workplaces.

Session #2 – WFI Workplace Fairness Analysis

We introduce the WFI Workplace Fairness Analysis. We will show you how to identify systems for achieving fairness and managing conflict in the workplace. We explore how conflict can be managed through fairness. We explore the relationship between trust and fairness in managing conflict.

Session #3 – Implementing a Fairness Place into your Workplace

We show you how to evaluate the fairness of your workplace using 21 measures related to Justice, Efficiency, Engagement and Resource Sufficiency. We explore how alternative approaches can improve the fairness of your workplace. We introduce our Testing Instrument for Fairness Systems. Here we also introduce a four-phase model for implementing a fairness plan into your workplace.

Session #4 – Workplace Health Assessment

Building on the first three sessions, we introduce a model and methodology for performing a Workplace Health Assessment. Here we show you how to use the National Standard on Psychological Health and Safety to assess the organizational health of your workplace and identify psychosocial risk factors related to psychological health.

Session #5 – Violence and Harassment Risk Assessments

We cap off the assessment course by introducing you to violence and harassment risk assessments. You will learn how to identify risk factors for violence and harassment and to determine present protection/prevention measures that are in place.

Part 2 – Workplace Restoration

While the assessment course is focussed primarily on proactive conflict management, the restoration course provides you with a model and tools to help manage the effects of toxic workplaces.

Session #6 – Preparing Yourself for Restorative Practice

We will help you as a practitioner, understand yourself: your biases, your approaches and your assumptions. This is crucial to being an effective workplace restoration practitioner.

Session #7 – The Elements of Workplace Restoration

We begin by exploring all the components of a workplace restoration. We will see where mediation, coaching, facilitation, training, leadership consulting and structural consulting fit within the principles and practice of workplace restoration.

Session #8 – The WFI Workplace Restoration Model

We introduce a 5-phase model that we use to restore workplaces and effect culture change within the troubled work groups. We will show how the different phases employ principles from mediation, coaching, training, and consulting.

Session #9 – Restoration in Action

In small groups you will explore your subject workplaces and run one of them through a complete restoration process. This will give you a good idea of how the process works from beginning to end.

Session #10 – Articulating the Value Proposition

One of the challenges for both workplace assessments and restoration is that workplace leaders do not understand their value. They do not appreciate the cost of doing nothing in organizations where there is negative conflict. Here we will introduce you to tools that can be used to demonstrate the ROI on workplace restorations and assessments.

Instructor:

Blaine Donais, LLB, LLM, C.Med, Q.Arb, PHSA, WFA

Blaine 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 International. 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.

Registration

	First 5 Sessions (Pt 1 – Workplace Assessments)	Last 5 Sessions (Pt 2 – Workplace Restorations)	Full Package (Parts 1 and 2, 10-day program)
ADRIO Member	\$1235	\$1235	\$2200
Non-Member	\$1375	\$1375	\$2400
ADRIC Member	\$1295	\$1295	\$2300

Registration includes ADRIO and WFI certificates of completion, access to online portal of digital course materials, including workbooks and presentation decks. This program can count for 8 continuing education engagement points/substantive hours per session. There is an additional \$200 +HST one-time certification fee for those seeking to become registered as "Workplace Fairness Analysts" with the Workplace Fairness International.

Register @ www.adr-ontario.ca/workplace2022