



ADR Institute of Ontario

Transforming Our Police & Security Sector Organizations *Why Conflict Management Professionals are Needed & How they can Help*

A Practical and Interactive Online Workshop on:

A REALISTC © Framework for Enhancing Communication, Relationship-building & De-escalation Skills

April 21, 2022, 12:00pm – 4:00pm ET | 8 CEE Points

\$170 Member, ADRIO | \$210 Non-Member

\$190 Member, ADRIIC Affiliate

In this interactive session, **Richard Moore** introduces his recent book *A REALISTC© Framework for Enhancing Communication, Relationship-building & De-escalation Skills* and current challenges facing police in Canada today. He is joined by colleagues **Blaine Donais**, an acknowledged expert in organizational conflict management systemic change, and **Donna Cross**, the designer and manager of the Edmonton Police Service Integrated ADR Program.

Together, they will review the interconnectedness between the individual and organizational transformational change processes required to respond to current cries for police reform. Topics covered include dealing with traditional police culture, power, use of force, multiculturalism, effective de-escalation and trust building skills and transformational organizational change.

This workshop will be interest to police leaders, both uniform and civilian, those tasked with police governance, community leaders, and conflict management professionals. Participants will have an opportunity to work in small groups to dialogue with each other and gain better understanding of the challenges and barriers to reform, and to consider how we can all work together to enhance public trust in our Police Services and increase police effectiveness.

Participants will gain a better understanding of the challenges to achieving lasting systemic change in police and other highly hierarchical organizations, plus reflection on how conflict management professionals and police and security leaders can collaborate to effect important personal and systemic change.

Read more on the next page.



This online workshop will be led by:

Richard Moore C.Med, C.Arb, C.Med-Arb with
Blaine Donais LLB, LLM, C.Med, Q.Arb, PHSA, WFA and
Donna Cross MA, C.Med

Agenda Topics

Panel Presentation featuring Richard Moore, Donna Cross and Blaine Donais on:

- ✓ Current challenges facing police and community leaders
- ✓ Community, organizational and individual level responses required for transformational police sector change
- ✓ Conflict management professionals' role in effecting these changes

Small Group Dialogue Amongst Participants

Developing an Actionable Plan for Moving Forward

This program is ideal for conflict management professionals including coaches, facilitators, mediators, trainers, system designers and change agents, as well as police and security sector leaders, including senior uniform and civilian leaders, program heads, supervisors, public servants, police services boards members, and others responsible for providing oversight and leadership in the sector.

Participants will receive a discount towards the purchase of Richard's recent book [A REALISTC Framework for Enhancing Police Relationship-building, Communication and De-escalation Skills](#).

Register: www.adr-ontario.ca/systemicchange

* +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 April 1, 2022 will receive a refund less a 20% administrative fee; those received on or before April 8, 2022 will receive a refund less 50%. No refunds after April 8, 2022. Sessions, speakers and times are subject to change. Registrations are tentative until April 20, 2022. Should ADRIO need to cancel this event, you will receive a full refund. Once payment has been processed, this refund policy applies under all circumstances.

This workshop will be of interest to both practitioners and users, including both in-house and external conflict management and change management professionals and users in police and security and other highly hierarchical organizations. This program will also address power dynamics and multiculturalism. The program speaks to the public's current demand for significant transformational change in the Canadian police and security sector. We will discuss how transformational change happens at both the line level and the organizational level.

About the Speakers



Richard Moore is recognized as a leading Canadian conflict management professional. He has consulted and delivered mediation, conflict management and collaborative skills training programs both nationally and internationally. He has been granted Chartered Mediator, Med-Arbitrator, and Arbitrator designations from the ADR Institute of Canada and has mediated and investigated many complex and deeply entrenched situations. He has taken significant leadership positions in the legal profession, in the conflict management profession, and in the not-for-profit sector and is a founder of the Canadian Collaborative for Engagement & Conflict Management. Richard is the author of a recent book entitled *A REALISTIC © Framework for Enhancing Communication, Relationship-building & De-escalation Skill*



Donna Cross has worked in the Conflict Management field since 2005. As a Chartered Mediator, she assists parties to resolve disputes and find workable solutions to public complaints involving police, workplace and harassment disputes, civil claims, and by-law matters. Having completed an MA Conflict Analysis and Management at Royal Roads University, Donna became keenly interested in ADR Program Development at large organizations. In 2012, she designed a comprehensive ADR Program at the Professional Standards Branch at the Edmonton Police Service that is integrated into the EPS Public Complaint System. Donna is passionate about delivering practical communication training to EPS and to external stakeholders and enjoys working with diverse groups, students, and new mediators in a variety of settings including ADRIA, public workshops, and private contracts.



Blaine Donais is the President and Founder of the Workplace Fairness International, and author of *Workplaces That Work and Engaging Unionized Employees*, and the *WFI WHITE PAPER on Workplace Conflict Management in Canada*. He has spent many years improving working relationships in public and private sectors and has authored the Donais Fairness Theory: that Fairness Excellence can be measured and achieved in any workplace. He is a labour lawyer and an expert in assisted labour/management negotiation, mediation-arbitration and facilitation and holds the Chartered Mediator designation from the ADR Institute of Canada. Blaine has trained in all matters pertaining to Human Rights, Labour and Employment law, Human Resources, Collective Bargaining and Conflict Resolution. He is presently Adjunct Professor of Workplace Dispute Resolution at Atkinson College, York University, Toronto, and Adjunct Professor for the Centre for Industrial Relations and Human Resources at the University of Toronto.

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