

Providence Renewal Centre

3005 119 ST NW

Edmonton AB T6J 6C1

**The Government of Alberta**

# **DISPUTE RESOLUTION NETWORK**

is pleased to present

**ADR in an Increasingly Complex and Polarized World**

**March 2 & 3, 2023**

# ADR in an Increasingly Complex and Polarized World

The eleventh annual conference of the Government of Alberta Dispute Resolution Network (DRN) offers a wonderful opportunity for attendees to learn new dispute resolution skills, share ideas with colleagues, catch up with old friends and make new ones. This year's thought-provoking sessions will include topics such as:

- how to calm the nervous system and stimulate agreements
- multiparty mediation
- workplace transformation
- trust and effective decision making

The Dispute Resolution Network (DRN) is an association of the Government of Alberta employees from a broad cross-section of departments and agencies. Its objectives are to advance the understanding and use of dispute resolution options, increase awareness of existing resources and enhance knowledge of new developments in the area.

## Registration Information

### Conference Cost

\$175 - Until February 17, 2023

\$195 - After February 17, 2023

### How to Register:

#### Online

<https://www.adralberta.com/events/dispute-resolution-network-conference/>

#### By Mail

**ADR Institute of Alberta (ADRIA)**

Attention: DRN Conference 2023

3438 78 Ave

Edmonton, AB T6B 2X9

By E-mail (for invoicing payments)

Please e-mail [info@adrialberta.com](mailto:info@adrialberta.com) if you have questions concerning invoicing.



Dispute Resolution Network

# ADR in an Increasingly Complex and Polarized World

## **Keynote Presenter**

### ***Calm the Nervous System and Stimulate Agreements***

#### **Dr. Allan Parker, Peak Performance**

Dr. Allan Parker, Managing Director of Peak Performance, will provide theory and practical strategies, tools, and skills on how to create agreement with complex and polarized issues and parties in his keynote and separate interactive skill session.

Dr. Parker will share the map, principles, processes, micro-behaviours and language patterns that have produced over 500 agreements in complex multi-stakeholder/multi-cultural negotiations and disputes around the world.

He has worked with the Organization for Economic Co-operation and Development in Paris, Royal College of Physicians in London, European Union in Brussels, United Nations in Ghana (Africa), and the Attorney General and Legal System in the Parliament House in Papua New Guinea, to name a just a few of his many assignments.

### ***Respect and Conflict Resolution in a Complex Organization.***

#### **Karen Delaronde & Veronica De Freitas, Alberta Health Services**

This engaging and interactive workshop will focus on AHS's approach to conflict resolution in their complex and sometimes polarizing organization. We will also have interactive discussions on how you can apply these tools.

## **Workplace Restoration**

### **Jennifer Paton, Lisa Awid-Goltz & Andrea Guedo**

#### **Workplace Restoration, City of Edmonton**

Conflict at work can lead to poor morale, absence from work, and even project failure. In response, the City of Edmonton has an internal service that takes a restorative approach to supporting teams. This team, Workplace Restoration, works inclusively to facilitate discussions and develop strategies for building a healthier workplace. Andrea, Lisa and Jennifer will share the story of how Workplace Restoration came to be at the City of Edmonton and walk us through their process of building stronger and more collaborative teams.

## **Multi-party Mediation**

### **Bill Diepeveen, Diepeveen and Associates, and**

#### **Michael Scheidl, Alberta Municipal Affairs**

The phrase "duty to consult" is increasingly being heard in the halls of government. While this requirement is enshrined in some legislation, it is not the only impetus for engaging in broad stakeholder engagement.

Questions and issues facing government today are increasingly complex. No one individual, organization, or government possesses all the knowledge required to make informed decisions. Sound decisions that will survive the test of time require the input from multiple perspectives. Successful implementation of any decision depends on the cooperation of many stakeholders. Legislative coercion can only go so far in ensuring the implementation of a decision. To be fully effective, successful implementation of any course of action requires the buy-in of those it impacts. Buy-in comes with investment in the decision, and investment in the decision comes with being able to impact how it is crafted.

Building on the presenters' lived experience working in government, the workshop will provide participants with an overview of the skills and challenges faced by civil servants as they seek to meaningfully engage external stakeholders in the bureaucratic decision-making process.



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## *Just Culture*

**Deborah E. Prowse, KC**

There is a sweet spot where we work amongst the legislation and case law, the policies, the collective agreements, and principles of administrative fairness that apply to us. But when we drift out of that sweet spot because of behaviour ranging from human error to purposeful harm, we need an appropriate framework of response to address the behaviours. Just Culture provides such a framework. It is focused on organizational learning and fair accountability. Instead of asking "Who is to blame?" it is asking, "What went wrong?" Deb will present her journey to understanding just culture and how the concept of fairness has taken such an important role in psychologically safe workplaces. Come and learn more about how this type of culture could apply to your workplace. Fairness and Trust are critical elements of such workplaces.

## *Trust: What is it and Why is it Important?*

**Sara Ahlstrom**

Trust is fundamental to all human interactions, but what is it exactly? Why is it important? Is it like the saying about describing air – you only notice it when it's missing?

Over the last 25 years working with people in conflict, Sara has noticed that the success of collaborative projects is less about communication and more about how one party saw the trustworthiness of the other. This trust perspective impacts the quality and willingness of people to work together. Join Sara to explore this complex topic and how we can build better relationships.

## *Learn the Value of a Structured Decision Making Process*

**Carol Zukiwski, Foundation of Administrative Justice (FOAJ)**

This session will introduce you the benefits of using FOAJ's Decision Making Model. A Decision Making Model ensures that decision makers address all of the legal criteria in the legislation, weigh the evidence, and make the required findings of fact. The Model will be demonstrated using group exercises and a fact situation. Using a Decision Making Model results in decisions with robust reasons.

## *Micro-Behaviours and the latest in Brain Science*

**Dr. Allan Parker, Peak Performance**

In the practical session, Dr. Parker will give participants practical strategies, tools and skills on how to calm the nervous system to create agreement with complex and polarized issues. He will show how the links with the latest brain science with micro-behaviours can calm the nervous system, thereby making people more conducive to finding agreement.

Dr. Parker will customize his skills session depending on the needs of the group. The practical skills and tools may include:

- How to move from past, problem focused to Needs – Option - with agreement.
- Excite the exploration of possibility and potential with forensic questioning and deep rapport.
- Options and improvement, empowering en masse.
- How to unify a group into a team and teams into communities who find agreement.
- Reduce complication and noise, acknowledge complexity, then intervene in with simplicity.
- Influencing mental, physical, and emotional state control non-verbally.
- How to quieten your internal mind chatter, reduce stress, improve your listening, thus your memory.
- 5 simple tools to lift brain health. to calm the nervous system and create a reactivity-free zone.
- Stimulate and expand thinking both linguistically and non-verbally.



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## Speaker Biographies

### **Keynote Presenter:**

#### **Dr. Allan Parker, Peak Performance**

Allan Parker is the Managing Director of Peak Performance Development Pty Ltd, a Sydney based consultancy company, operating both within Australia and internationally, in the areas of Negotiation, Organizational Change Facilitation, Training and Dispute Management.

Allan Parker's areas of expertise in training include Facilitation, Negotiation, Presentation Skills, Dispute Management as well as Management and Leadership Development. In consulting, his work has included the facilitation of Public Policy, Organizational Change, Strategic Planning, Corporate Restructures and Mergers with many leading organizations in Australia and internationally.

He is the co-author of the best-selling book *Switch on Your Brain*; author of the *Negotiator's Toolkit*, and is one of the co-authors of *Beyond Yes – Negotiating and Networking*.

#### **Sara Ahlstrom, Doctoral Candidate, Royal Roads University**

Sara Ahlstrom is a dispute resolution professional with over 25 years' experience building relationships, trust and collaboration capacity across Alberta. In her various roles with the Government of Alberta (GOA), she has brought diverse groups of people together to resolve conflicts and influence policy decisions that would have benefits to all Albertans.

As an aspiring academic, Sara is interested in learning more skills and theory in how to work better with clients and is working on gaining a deeper understanding of the role of trust with interpersonal and inter organizational relationships. The focus of her dissertation is how trust impacts the willingness of people to collaborate. In addition to her studies, she also teaches in the Master's Degree in Conflict Analysis and Management with Royal Roads University and created a course on ethics for mediators.

#### **Veronica De Freitas**

Veronica De Freitas is the Program Manager of Respectful Workplaces with Alberta Health Services. She holds a Bachelor of Commerce degree, has been a Chartered Professional in Human Resources for 20 years and has 23 years of Human Resources experience. Veronica is currently completing her Masters of Conflict Analysis and Management with Royal Roads University and has also taken conflict resolution training from ADRIA and Queens University. As a Human Resources professional, Veronica has always been passionate about making the workplace a better place for everyone and believes a key in achieving this is to build self-awareness and conflict resolution skills in our workforce.

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## Speaker Biographies

### **Karen Delaronde**

Karen Delaronde is a Senior Advisor, Respectful Workplaces with Alberta Health Services and a roster member with the Alberta Justice Civil Mediation Program. She is a Chartered Mediator, Chartered Professional in Human Resources and holds a Bachelor of Arts degree as well as a Certificate in Adult & Continuing Education. She has over 30 years of human resources experience and 14 years of mediation experience. Karen is very passionate about ADR and supporting others to make the workplace the best it can be.

### **Bill Diepeveen, Diepeveen Mediation Associates**

Bill Diepeveen is a nationally recognized senior mediator and conflict management specialist. His experience includes working with municipal clients (including municipal associations) as well as those in the agricultural community, oil and gas sector, first nations, and local community groups.

His passion for the field has led him in a career path that started as a volunteer mediating neighbor disputes to the development of an internationally recognized dispute resolution program with Alberta Municipal Affairs.

Bill's current interest and expertise is in the area of multi-party and inter-municipal mediation and facilitation. His expertise in the field has been acknowledged with numerous awards and speaking engagements both nationally and internationally.

### **Jennifer Paton, City of Edmonton**

Jennifer Paton is a Workplace Restoration Consultant for the City of Edmonton where she engages employees struggling with challenging interpersonal working relationships in departments across the City. Previous to working at the City, Jennifer spent 6 years assisting in mediation, facilitation and grant support with Municipal Affairs and another 20 years working in the non-profit and hospital settings providing counselling, and facilitation services with marginalized populations. Although the populations being supported have changed, the challenges people face around interpersonal dynamics, trust and miscommunication are universal.

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## Speaker Biographies

### **Lisa Awid-Goltz, City of Edmonton**

Lisa Awid-Goltz is a Workplace Restoration Consultant for the City of Edmonton where her portfolio assists approximately 5,500 City Operations employees and leaders. She wholeheartedly adopts a relationship first philosophy while working along City Ops teams to assist in the building of healthy workplaces, strong teams, and collaborative working relationships. Prior to working with the City, Lisa spent 23 proud years working for the Government of Alberta, most recently providing conflict resolution services to municipalities across the province. She is a mediator, certified trainer in Crucial Conversations and Crucial Accountability, professional facilitator and is endlessly passionate about her work and improving her skills. In her spare time she can be found at random rinks around the city watching her 14 and 12 year old daughter and son play hockey. In fact she loved it so much she decided to learn to play hockey herself last year.

### **Andrea Guedo, City of Edmonton**

Andrea has a passion for providing a positive employee experience. As a Human Resources Professional, Andrea built her career working in the Oilfield Services and Utilities industries before joining the City of Edmonton in 2018. Andrea currently leads the Workplace Restoration Unit within Employee Services. Andrea graduated from the Bachelor of Management program at Concordia University with a double major in Human Resources and Leadership. She also holds a Chartered Professional in Human Resources (CPHR) designation.

In addition, Andrea believes in supporting the professional communities she is involved in. She has previously served as a board member for the HRIA Edmonton Chapter and was the Co-Chair for the Conflict Resolution Day Committee in Alberta. Outside of work, Andrea enjoys spending time in the great outdoors with her family including her two year old daughter and very patient dog.

### **Deborah E. Prowse, KC**

Deb is an internationally recognized speaker on patient safety, patient engagement, and patient/family centred care. Inherently lazy she is currently working as a Chair of the Mental Health Review Panel (Calgary and South) and manages two law firms: Method Workplace Investigation Law and Prowse Estate Lawyers. She was one of the first mediators trained by John Haynes in Alberta. She has mediated hundreds of workplace, family, and community disputes. She has also been an arbitrator on panels for the Alberta Human Rights Commission and sat as a judge in Traffic Court.

There is no doubt Deb has a passion for conflict and has loved a long career in a variety of roles related to resolving conflict. This includes facilitation, mediation, negotiation, arbitration, and litigation. Eighteen years ago Deb started working as an advocate in health care following the death of her mother from a series of adverse events that ultimately took her life. Deb has worked tirelessly to promote a patient safety culture that reflects a just culture for patients/families and health care providers. Her mother's story is the basis of a new book, *Fatal Solutions* by Dr. J. Davies, Dr. Ward Flemons, and Carmella Steinke, that tracks the transformation from harm to healing and the adoption of just culture principles.

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## Speaker Biographies

### **Michael Scheidl, Manager of Capacity Services, Alberta Municipal Affairs**

Michael is the Manager of Capacity Services with Alberta Municipal Affairs and manages the Municipal Dispute Resolution Initiative that has been recognized as one of the most comprehensive municipal dispute resolution programs in North America and provides a spectrum of services from mediation, collaboration and education to help municipalities work better together and resolve conflict.

Michael is an instructor with Alternative Dispute Resolution Institute of Alberta and has extensive experience in organizational development with non-profit groups through his work with Alberta Community Development. Michael also has a certificate in Conflict Management and is a Chartered Mediator.

### **Carol Zukiwski**

Carol is a skilled and accomplished lawyer who focuses on administrative law. Carol serves as counsel to administrative tribunals helping them with determining a fair hearing procedure and with decision writing. As an advocate, Carol's practice is primarily focused on assisting municipalities and the provincial assessor with property assessment complaints and appeals. She appears regularly before the Land and Property Rights Tribunal, Composite Assessment Review Boards and before the Court of King's Bench and the Court of Appeal.

Currently, Carol sits as a decision maker under the Surveys Act and on the Payment in Lieu of Taxes Federal tribunal. Carol has been on the staff of two Boards and a member of two additional Boards.

Carol is a Qualified Arbitrator which is a national designation and is a member of the Alberta Municipal Affairs arbitration roster. Arbitrators are appointed to solve disputes under commercial contracts, in labour disputes, family and estate disputes. This allows Carol to use her strong skills in fair process and decision writing as an independent neutral adjudicator.