



ADVANCED WORKPLACE RESTORATION & WFA CERTIFICATION

*10 Live Webinars. 2 Weeks. 8 CEE Points Per Session.
Prepare for the New Wave of Workplace Mediation.*

March 15 – 19 and March 22 – 26, 8:30 AM – 12:30 PM

40-Hour Online Program

Choose to take the first 6 sessions as a Mediation Certificate; the last 4 sessions as a WFA Certification; or choose both options for the entire workshop at a discounted rate.

This Program will Exceed Your Expectations

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

*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 expectation**...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 workplace 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

*The WFA course not only gave me **helpful tools** that I regularly turn to when mediating conflict in workplaces, it also taught me a **new vocabulary** about workplace dynamics. When looking at a conflict through the lens of the WFA model, you see more of what is going on behind problematic behaviours. I am grateful for the ability to draw on the **thoughtful work** of the WFI's founders as I pursue this line of work.*

- Christine Kilby, Accredited Mediator and Experienced Lawyer, Kilby Mediation



Instructor:

Blaine Donais

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

Each session of this course will be synchronous and live. All group work will be done in Zoom breakout 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/WFA2021>

Choose to take the first 6 sessions as a Mediation Certificate; the last 4 sessions as WFA Certification; or choose both options for the entire workshop.

SESSIONS #1 AND #2 - THE ELEMENTS OF WORKPLACE RESTORATION

These sessions will explore the many different options and models available to practitioners of workplace restoration. We will discuss benefits and challenges with the use of these options and explore their value in participants' subject workplaces.

SESSIONS #3 AND #4 - THE PROCESS OF WORKPLACE RESTORATION

we introduce a 5 phase model for Workplace Restoration that has garnered great success in effecting culture change and transformation in our clients' workplaces. We explore each phase throughout the day with the use of real life scenarios and roleplays.

SESSIONS #5 AND #6 - WORKPLACE RESTORATION IN ACTION

Here we share our extensive research into Workplace Restorations and show how the 5 phase model works in different circumstances. We also apply the model to participants subject workplaces for the purposes of experiential learning. We will also provide extensive workshopping and advice on running the Workplace Restoration online. We will be considering how to build trust, rapport and momentum without live contact. We will also explore challenges with client access to technology. We will be exploring the use of cell phones as a tool for online restoration. Finally we will explore the extensive advantages of the online format including enhanced scheduling options.

SESSIONS #7 AND #8 - UNDERSTANDING WORKPLACE HEALTH

Building on the first three days we introduce a model that we use to assess the cultural and organizational health of a workplace. This model contains 6 separate checklists that help:

- Identify workplace culture
- Identify sources of workplace conflict
- Identify the prevailing conflict management systems in place
- Evaluate the systems
- Propose change and determine the effect of that change on workplace culture and health

SESSIONS #9 AND #10 - FACILITATING WORKPLACE HEALTH AND PSYCHOLOGICAL HEALTH AND SAFETY

In accordance with the extensive work of our friend and colleague, Dr. Martin Shain – co-author of the Psychological Health and Safety Standard, we explore a process that we use to engage workplace participants in the success of a Workplace Health Assessment. We explore the principle of “client-centered process design” as we discuss the challenges associated with chartering a health assessment team and delivering an assessment process. This is seen as a crucial part of an ongoing Workplace Restoration. Here we will also explore the unique challenges associated with performing such assessments exclusively online. We will be considering how to build trust, rapport and momentum without live contact. We will also explore challenges with client access to technology. We will be exploring the use of cell phones as a tool for online restoration. Finally we will explore the extensive advantages of the online format including enhanced scheduling options an the extensive use of survey technology.

Instructor



Blaine Donais, LLB, LLM, C.MED., Q.ARB, PHSA, WFA, 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.

Cost

	<i>Sessions 7-10 only (WFA Certification)</i>	<i>Sessions 1-6 only (Workplace Restoration)</i>	<i>Full Package (all 10 sessions)</i>
<i>ADRIO Members</i>	\$990	\$1480	\$2200
<i>Non-members</i>	\$1100	\$1650	\$2400
<i>ADRIC Member</i>	\$1025	\$1550	\$2300

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 an ADRIO certificate of completion, access to online portal of digital course materials, including workbooks and presentation decks.



CEE Points and Substantive Hours: This program can count for 8 continuing education engagement points/substantive hours per session.

Register:

www.adr-ontario.ca/wfa2021

* +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 February 26, 2021 will receive a refund less a 20% administrative fee; those received on or March 5, 2021 will receive a refund less 50%. No refunds after March 5, 2021. Sessions, speakers and times are subject to change. Registrations are tentative until March 14, 2021. Should ADRIO need to cancel this event, you will receive a full refund.

Once your registration is accepted and payment is processed, the refund policy above will apply in all circumstances.