

FORUM THEATRE FOR BUSINESS

THE ART OF NAVIGATING DIFFICULT
WORKPLACE CONVERSATIONS

CORPORATE CULTURE SHIFT



THE CHALLENGE

Are your staff resilient enough to have the challenging conversations that you know are necessary?

Too often we fail to proactively tackle challenging work place issues either through a lack of capability or a lack of confidence in dealing effectively with perceived "difficult people". If these issues aren't addressed proactively we run the risk of the situation getting worse, a loss of credibility, organizational reputation, staff turnover and potentially expensive litigation.

Are you ...

- **avoiding conversations you know you ought to have?**
- **feeling anxious before a difficult conversation?**
- **thinking of what you "should have" said after the conversation is over?**
- **wishing you had managed a conversation or an individual differently?**
- **feeling that you could improve your communication skills and become a stronger communicator?**

THE OPPORTUNITY

What if you had a set of proven tools and the confidence to apply these techniques in the workplace that would help you achieve positive outcomes and improve individual and team performance?

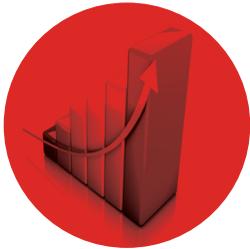
Working in partnership with Corporate CultureSHIFT, Bluegem Learning offers the only workshop of its kind in Western Canada, using their nationally renowned Forum Theatre for Business approach, that utilizes a live professional actor, making this session a real life workplace simulation. The material in this workshop is encapsulated in our book - 'I Need to F***ing Talk to You - The Art of Navigating Difficult Workplace Conversations.'

THE BENEFITS

IMPROVE INDIVIDUAL PERFORMANCE



BOOST TEAM PERFORMANCE



INCREASE BOTTOM LINE PROFITS



REDUCE YOUR OVERHEAD



Working with professional improv actors and carefully constructed scenarios we provide a simulation of reality for participants that delivers results.

Within the Forum Theatre for Business series we have workshops that enable participants to learn and practice the art of difficult conversations.

LEADERS

Learning to address and take ownership of interpersonal conflicts before they become “issues.”

TEAM MEMBERS

Managing performance, discipline & attendance issues with employees.

CO-WORKERS

Managing relationships both inside and outside your organization breaking down organizational silos.

CUSTOMERS

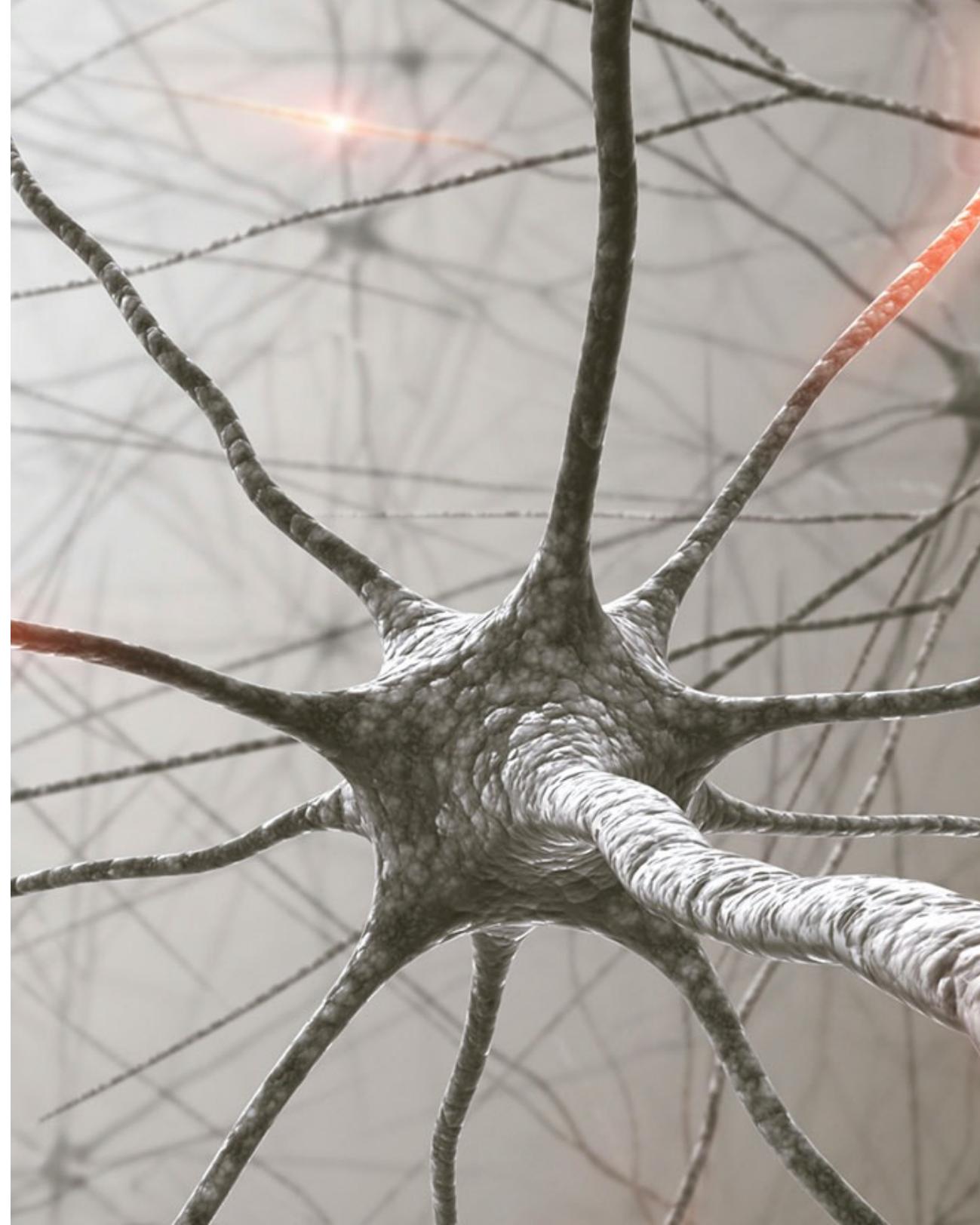
Managing even the most “difficult” and challenging customers.

TOOLS

Bluegem Learning and Corporate cultureSHIFT workshops typically employ a series of Oblique Strategies that create engaging game-based activities to address serious issues.

Research shows that Experiential Learning is the most effective way to reinforce new behaviours. We actively engage participants to collectively create their shared vision of a more effective workplace culture. Our hand-on minds-on learning styles use stories to tap into anecdotal memory, to make learning sticky. New neural pathways are built by doing related activities in a safe environment that provide the ideal balance between challenge and mastery that results in the “Flow State”.

When participants return to the workplace and find themselves under familiar/typical stress they don't need to remember new structures, paradigms or acronyms; they simply recall the story they've formed and the new behaviours they've programmed for themselves.



Forum Theatre for Business

We hire a live actor who is skilled in improvisational theatre to portray the challenging client or stakeholder. Selected participants come up to the front of the room one at a time and attempt the difficult conversation through the lens of your values.

We build a scenario that is customized to your needs. Perhaps it's a scenario in which a community stakeholder has come forward with a strong proposal for collaboration but doesn't meet your strategic priorities. In this proposed scenario your employees must firmly say no without alienating the community, despite the fact that collaboration is one of your core values,

In traditional workshop situations where participants use role-play, no one wants to make it too hard on one another or embarrass themselves. Our actor doesn't make it easy and she isn't afraid of making it real. She won't give up until the participant has won them over.

We use a format called "Forum Theatre" to stop the action, so participants can call on their fellows to offer advice and formulate a course of action.

This format provides a practical framework to structure the conversation, and coaches participants in how to be effective when the time comes.



And because we have the ability to rewind each scene, your team gets to try it again and again making them that much more effective when the situation comes up in real life.

That's why this training sticks when the pressure's on.

It's as close to having the real conversation as you can get without having the real challenging individuals in the workshop with you.

Over the course of the session we will run through a scenarios in which participants need to display appropriate interpersonal techniques. In a larger group eg over 20 people, not everyone will have the opportunity to role-play, however we have found that even those who witness learn by observing; the threat that they may be next galvanizes attention!

All jokes aside, our skilled team of facilitators ensures that the environment is safe for all participants, so that introverted individuals are willing and eager to come up to the front and give it a try. We have several safety rules that we employ including the most important social rule of all: whenever humour is employed its always one of the facilitators or the actor who is the butt of the joke. Your team is never made fun of.

By applying the techniques and watching others apply them in a safe environment, your employees are leveraging their "episodic memory". When they return to the workplace, they won't have to remember what they learned or pull a binder off a shelf. They only have to call upon the memory of what they did in the workshop.



Sample Agenda

ACTIVITY	DESCRIPTION
Opening & Welcome RUSSELL	Russell introduces himself, Ken, Nicole & Tyler Russell outlines the workshop approach. Russell explains objectives of the session. <ul style="list-style-type: none">• Demonstrate the ability to conduct a skilled conversation leading to behavioural change;• Identify and manage a range of emotions typically demonstrated by “unmanageable” employees;• Communicate skilfully to avoid misunderstanding, defuse strong emotion and respond constructively to the other person
Where’s your head at for change? RUSSELL NICOLE	<ul style="list-style-type: none">• Explain the model.• this model looks at the “states” an individual may inhabit or hats we might wear when transitioning through as a natural part of a change process.• This gets participants to consider the difference between coaching conversations and challenging conversations; because you can’t coach someone who doesn’t yet admit there is a problem
Scenario # 1 KEN	Explain & Demo bad scenario #1: NICOLE & RUSSELL Facilitator has sample conversation with the actor in which they demonstrate all the things NOT to do. In addition, this eases nerves; the participants now know that when practicing during the session, their conversation will certainly be better than that
Challenge Model RUSSELL	Explain BEEF <ul style="list-style-type: none">• Behaviour• Example• Effect• Future
Prepare BEEF Statement RUSSELL	Exercise: In triads: complete BEEF worksheet relating to the prepared scenario.
Practice Scenario #1 (10-15)	NICOLE & PARTICIPANT/S
Action Plan RUSSELL	Participants reflect on what they’ve learned and complete an action plan to apply learning in the workplace. <ul style="list-style-type: none">• What will you start doing?• What will you continue doing?• What will you stop doing?

Example Scenario Extracts

1. You work in a team of 10 people. Your team works in close quarters with little physical separation between work stations. Sidney is one of the team's best performers, yet you have overheard conversations where Sidney tends to sprinkle conversations with rather crude and racist references. This is not a team of saints, but you believe Sidney is crossing the line. Your manager is on vacation so you decide to talk to Sidney.
2. You're working on an access road into the subdivision and you've discovered that the elevation on the blueprints provided by the engineers is incorrect. By coincidence, your boss called to tell you that he has just received a call from the same engineer working on this subdivision. He has some concerns about the schedule and the number of vehicles you've got on the job. But the voicemail message cut out halfway through so your boss wants to find out what he's going on about. The engineer, Skyler, happens to be in the subdivision at this point and so you can see him now.
3. You are the Project Manager for a project to design and construct a \$3,000,000 multi-use park for City of Riverside. You have listed Taylor and other team members from your Sandy City Office to work on the project with you. Taylor was extremely busy at proposal submission and had limited input. Taylor agreed in principle but did not complete a final review of the scope, budget and schedule. Work on your project has got behind schedule, due in no small part to certain changes in scope from the client. You really need the support from the Sandy City Office. However, having contacted their team leader Taylor, you received a voicemail from them saying that the team are too busy to assist you. Sandy City has a more important project starting now, they recently won the Sandy City Bypass project worth \$6,000,000 in fees. You understand that Taylor's project has a higher dollar value, however the City of Riverside project is very high profile. The recent launch drew both national media and political attention and the pressure is on the company to deliver a quality product. You decide to speak to Taylor to look for a possible solution.



OPTION 1

FACE TO FACE GROUP WORKSHOP

(15 PEOPLE - 3.5 HOURS)

\$3,999 + GST

*NOT INCLUDING ROOM RENTAL, CATERING, TRAVEL & ACCOMMODATION OR PRINTING COSTS.

OPTION 2

LIVE ONLINE WORKSHOP

VIA MS TEAMS / ZOOM (15 PEOPLE - 3.5 HOURS)

\$2,999 + GST

GUARANTEE

AND IF YOU'RE NOT
COMPLETELY SATISFIED
WE OFFER A 30 DAY
MONEY BACK GUARANTEE



DELIVERED BY

RUSSELL STRATTON / KEN CAMERON
WITH ONE OR MORE OF OUR TALENTED ACTORS



Deliverables

- Research and preparation: consisting of independent reading as well as client interviews;
- Writing customized scenarios to ensure that the workshop provides participants with an experience that is as close to the real thing as possible
- Reviewing and refining of proposed agenda to ensure we are meeting client needs;
- Delivery of half day workshop; using our Forum Theatre for Business format, either face to face or live online.
- Engaging and supervising actors to deliver components of the session; ensuring alignment between all parties; briefing actors in advance to ensure a seamless offering to participants.

Our Team



RUSSELL STRATTON is the co-founder of Bluegem Learning .

Russell is an international Leadership Speaker, Professionally Certified Trainer and Coach, with a Masters Degree in Human Resource Management. He is a Master Facilitator for Bluegem Learning's ground breaking 'I Need To F***ing Talk To You' Workshop Series, co-developed with Ken Cameron at Corporate CultureSHIFT, using the Stop/Start Forum Theatre for Business modality.

Russell is an accomplished management education, learning & development professional with a proven track record of working with clients in the public, voluntary and private sectors to achieve lasting, measurable step changes in business performance.

Russell works internationally with a wide range of organizational cultures and with all levels from front line customer facing staff to executive management boards. Having worked as both a Personnel Manager and Operational Manager he works at both strategic and tactical levels.

Russell brings a proven track record, over the past 30 years, of success internationally, in HR and Operations Management, in a wide range of organizational cultures including small, medium and large enterprises including construction, engineering, manufacturing and hospitality, law enforcement, local and national government, not for profits.

Our Team



One of Ken's clients gave him the title "Facilitator of Thinking Differently", and he's proudly hung onto it ever since. Other official titles have included "Artist in Corporate Residence" and "Citizen Raconteur". All of which tells a story about Ken's unique contributions to creating dialogues that matter, strategic planning that surprises and workplaces that don't suck.

Ken comes to his creative approach as a Facilitator of Thinking Differently honestly. He is one of Canada's most successful playwrights, directors and Arts Administrators. Since 2012 Ken has used his creative background to design sessions that draw out all participants, especially the most introverted who rarely have the opportunity to share their thoughts. He uses his administrative experience and endless curiosity to fully understand your business so he can reframe your focus and increase your profitability. The unique combination leads to interactive and engaging sessions that result in key insights and eureka moments.

Ken is a certified LEGO® SERIOUS PLAY® facilitator and is the co-creator of several facilitation workshops including the Future Is Coming, the SHIFT facilitation card deck and the SHIFT Method. His work has been recognized with: Facilitation Impact Award (Platinum Award) by the International Association of Facilitators; and Organization of the Year by the International Association of Public Participation (Canada) for The Cultural Transformation Project/City of Calgary.

Our Team - an introduction to some of our actors



NICOLE ZYLSTRA is an artistic associate with the Kinkonauts, as well as a professional artist, improviser and corporate trainer. As an improviser and comedian, she has written and performed her own shows across Canada, and appeared at Just for Laughs as part of the winning team on the reality show Sketch Troop. As a regular actress you may have seen her on stage at Lunchbox Theatre (Anesthesia's Antiques Roadshow, It's a Wonderful Life), Stage West (Boeing Boeing, Perfect Wedding, Moon Over Buffalo), or ATP (Wit).



PETER STRAND RUMPEL has appeared in many of the award-winning films shot in Calgary, including the Oscar-winning film The Revenant with Leonardo DiCaprio and Tom Hardy, Cold Pursuit with Liam Neeson, Fargo opposite Adam Goldberg, and Tin Star with Tim Roth & Christina Hendricks. Peter was nominated for Best Male Actor in the 2012 AMPIA awards for his intensely dramatic role in the gritty gothic western, Black hills. Peter also has maintained a long career as a public sector manager.



JASON LEWIS is a change management consultant, facilitator and improvisational comedy artist. He is a co-founder of the Kinkonauts. Jason received his Masters at Royal Roads University on learning and development, and his thesis was on using improv in the corporate environment as a team training tool. This extensive experience in the corporate environment ensures Jason can quickly understand and incorporate the nuances of our client's workplaces.



CHANTAL PERRON has 17 years of experience in the Alberta film industry as an actor and instructor. She received the 2005 AMPIA Award for Best Actress for Chicks with Sticks. Chantal has been nominated for three Betty Mitchell Theatre Awards. Also a businesswoman, her small company, The Camera Loves You, has developed film audition and scene study workshops for all age groups and when one is offered, it fills within hours.

"Bluegem's engaging and informative session at our 2017 Foreman's workshop proved to be a huge success. The role playing of scenarios presented our leadership group with the opportunity to both engage in and/or observe as close to real life situations as possible when managing employee performance. I strongly recommend this style of leadership training for any organization looking to provide their leadership group with skills, tools and information when it comes to managing employee performance."

Dean Jetten, Contract Manager, Volker Stevin



"Bluegem Learning & Development and Corporate Culture Shift have presented two very effective and interactive workshops with our organization. Their comedic and engaging presentation style in the 'Managing the Unmanageable' workshop has left a lasting impression on our staff. I highly recommend this workshop if you are looking for a valuable, cost effective customer service training option."

Jeff Gerestein, Human Resources Manager, City of Brooks



**WE PROUDLY
SERVE OUR
CLIENTS ...**



Volker Stevin



University of
Lethbridge

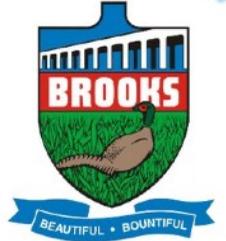


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CPHR
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Alberta's Centennial City™



ENGINEERS &
GEOSCIENTISTS
BRITISH COLUMBIA



**Engineering
and Land Services**



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