Consulting Services Overview

The Highly Effective Leadership Team

Traditionally leadership training has focused on individual leaders and how to make them better leaders. While this provides a form of personal development, our ProActive ReSolutions leadership training program takes a holistic approach and focuses on the LEADERSHIP TEAM and how the individuals within the team need to interact to ensure people communicate well and champion the interests of the organisation at all times.

The Highly Effective Leadership program is a consultative approach that works for your organization’s leadership team by focusing on the reality of team dynamics and interactions. It introduces the organization’s leadership team to five key elements required to be an effective leadership team and four communication styles to be used in the leadership team and more widely in the workplace.

Workplace Environmental Scanning Tool (WEST)

The Workplace Environmental Scanning Tool is a data driven solution that allows managers to accurately, consistently and effectively scan the workplace environment for harmful and potentially harmful incidents and behaviours with the goal of preventing the consequences of these incidents or preventing the escalation of the unhelpful behaviours.

The Scanning Tool provides a written audit trail of recorded and witnessed activities. It assists the manager in identifying the next course of action (e.g. should I escalate the problem to my manager or elsewhere, should I wait and see or should I simply ignore it?) based on organizational requirements, process and procedures or recommended practices.

Documentation captured through WEST provides an accurate and documented resource that can be shared with various departments within an organization to assess any risks of unhelpful or inappropriate behaviour, violations of your policies including your code of conduct and values and breaches of human rights legislation or the criminal code including bullying, harassment, threats or incidents of workplace violence and unethical behaviour.

ProActive ReSolutions will work with you to customize and implement our Workplace Environmental Scanning Tool in your organization.

We will also as assist in developing and identifying critical signs of problematic behaviour and ethical violations and how it these signs should managed within your organization.

Workgroup Optimization

ProActive's Workgroup Optimization service is a facilitated process that focuses on helping team members identify, agree on, and implement a set of shared languages, expectations and tools for working and communicating to each other.

The communication skills learned through these sessions provide team members with specific conversation skills that can be utilized when confronted with difficult situations or problematic behaviours involving a team member, co-worker, client or even friends and family members.

The Workgroup Optimization solution is a highly interactive session that allows team members to walk away with a set of practical skills that can utilized immediately in the workplace.

Training Services Overview

Our Respectful Workplace training solutions prevent problems between people by helping them interact respectfully with each other.

Our training programs and specialized processes help people to cooperate and support each other, be accountable and speak up effectively when things are not going well.

People who know how to build respectful, healthy relationships that can prevent or respond well to difficult situations are more content, perform better, and deal with change more easily. All key elements to achieving a respectful and productive workplace.
Respectful Workplace Training Modules 1,2,3

Respectful Workplace Training provides the foundation upon which to build and grow your company culture and establish a standardized method of giving and receiving feedback as well as being able to respond appropriately to more debilitating workplace conflict if and when it occurs.

The objective of the training is to establish a framework of communication, define the key components of a respectful workplace together with the required communication methods and structures that support these components and to teach the four most successful supervision techniques.

Workplace Violence Prevention Training Modules 1,2,3

Understanding and being able to identify situations that cause or lead to violence in the workplace is every employer’s and employee’s responsibility. Our Workplace Violence Prevention training establishes an understanding of why violence happens, the different types of workplace violence, and the four major groups of people who behave violently. Your staff will learn how to recognize, evaluate and respond to cues of potential violence and build the necessary skills for responding to potential and actual violence in the workplace.

Workplace Violence Prevention Training is more necessary than ever and especially for staff interacting with the public who are potentially exposed to hostile situations.

Emotions At Work

As much as we believe in being efficient in the workplace, our productivity, behaviour and attitudes are often influenced by how and what we feel on any particular day.

Our emotions will determine our response to situations that are uncomfortable, disrespectful, aggressive or conflict driven. It is this first response that results in situations becoming unmanageable and difficult to resolve. And it is these situations that lead to increased stress and decreased productivity.

But it doesn’t have to be this way. Our Emotions at Work training focuses on defining the four features of all emotions, the basic emotions shared by all human beings and techniques for responding to other’s feelings in a respectful and productive manner.

FACT

49% of workplace conflict are a result of personality clashes and warring egos.
CPP Global Capital Workplace Report

About ProActive ReSolutions

As pioneers and leaders in Building Respectful Workplaces, ProActive ReSolutions has been providing consulting and training solutions to global clients across multiple verticals since 2000.

ProActive ReSolutions’ consulting and training solutions are structured around standardized, evidence-based research. It is this core foundation that allows us to develop and customize consulting and training solutions to meet the needs of our global clients irrespective of their vertical and location.

Our integrated solutions philosophy allows us to develop and customize our consulting and training solutions around 3 key strategies:

- PREVENTING disrespectful workplace behaviours,
- REPAIRING relationships damaged by disrespectful behaviours and
- PROTECTING those at risk of violence in the workplace.

60K+ People Trained Globally and Counting.

Our Industry Thought Leaders

John M. McDonald
John is an internationally recognised thought leader and practitioner in conflict transformation and the CEO of ProActive ReSolutions.

Richard D. Hart, LLB, C.Arb
Richard has over 17 years of experience in the field and presents internationally on conflict management and dispute resolution topics.

Stephen D. Hart, PhD,
Stephen is an internationally recognized expert in assessment and management of violence risk.

Contact ProActive ReSolutions

Contact us today to learn more about our standardized and customized consulting and training services.

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