



Naming the Elephant: Dealing with Undiscussables

with Mary Ann Archer, EdD

Date: 9-5pm, May 18-19, 2011

Fee: \$850

Location: Best Western [Primrose Hotel](#)

[Register online now](#)

- ◇ Learn how to get past the issues that are never talked about.
- ◇ Learn how to have open, honest and productive conversations at work.
- ◇ Reduce costs and improve performance by eliminating unproductive meetings.

What is the cost of silence to your organization? What happens when the prevailing culture prevents essential information from being surfaced? Remember Walkerton, Enron, the sponsorship scandal, and the Columbia space shuttle disaster. In all of these cases, the culture of silence was more than costly.

Imagine having productive conversations where real issues are surfaced, views are openly shared, assumptions are tested, effective decisions are made, and action is taken. Be prepared for difficult conversations; be prepared to ask the tough questions.

- ◇ Turn difficult conversations and arguments into productive conversations.
- ◇ Build a culture of accountability, collaboration and trust.
- ◇ Use a leading edge online tool, Nxknowledge Corporation's *Productive Business Conversations Online*©, free, for three months after the workshop.

The Workshop Leader

Mary Ann Archer has 25 years experience developing systems, structures and processes that support both people and the businesses in which they work. Her special expertise is in team and leadership development, change management, and executive coaching. Mary Ann is a principal in Archer/Henderson Inc. and a partner in Nxknowledge Corporation. Both are organization development consulting companies. She holds an EdD from the Ontario Institute for Studies in Education at the University of Toronto. Her doctoral research involved working with an executive team to help them have more candid, productive conversations around critical business issues.

Mary Ann Archer is Vice President and Chief Knowledge Officer, Nxknowledge Corporation

<http://www.nxknowledge.com>

◇ Bring your own case study — a difficult conversation from your own workplace — and explore how it could be handled.

Who should attend

Managers, change leaders and trainers: Improve your skills! Your success as a leader is based largely on the power of your conversations.

About the Workshop

In this workshop you will be introduced to several extremely practical models and processes, including a process for productive team conversations. Areas of emphasis include “undiscussables”, core skills, and conflict.

The workshop will include presentations, group discussions, and roll plays, with theory and technique learned experientially. Largely, you will learn by doing: you will learn about conversations by having conversations.

The case you bring – a difficult conversation – will be explored in detail, and you will leave with confidence that you will be able to make your next difficult conversation positive and productive.

You will also view and discuss a demo of *Productive Business Conversations Online*© to orient you for your three months’ free access.

Date: 9-5pm, May 18-19, 2011

Fee: \$850 (includes light breakfast, lunch, and break refreshments)

Location: Best Western [Primrose Hotel](#). [Directions](#).

[REGISTER ONLINE NOW](#)

Canadian Organization Development Institute (CODI)

<http://www.odcanada.org> info@odcanada.org 416-319-0412

"This workshop provides tangible tools and processes with well directed, measurable outputs."

"A good blend of theory and practice."

About CODI

CODI provides professional training in organization development consulting, for internal or external consultants, managers, and leaders of any kind. Click [here](#) for the CODI website.

Programs

- OD and Change **Essentials**: a 2-day intro to OD
- OD and Change **Intensive**: an in-depth exploration of OD theory and practice. 12 days in 3 modules.
- **Master Certificate in OD**. In partnership with the Executive Education Centre of the Schulich School of Business, York University. Consists of the CODI **Intensive** program, a four day business course, “Business **Acumen** for OD Professionals”, and the OD **Practicum**.