

# Can Mediate International

*From Discord to Dialogue - Solutions That WORK!!*

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## RUTH SIRMAN, BSc., Acc. Med., P.S. MEDIATOR, TRAINER, FACILITATOR, PROFESSIONAL SPEAKER

Ruth Sirman is an internationally Certified Mediator (International Mediation Institute), trainer and speaker. Since 1992 she's worked with employees, managers, senior managers, executives (to the Deputy Minister level), HR and Union representatives. She has successfully conducted 400+ mediations and Workplace Renewal Processes and more than 1000 training sessions in multicultural environments throughout Canada including the Arctic and internationally including the Middle East, Europe and the USA. She is an experienced and in-demand trainer with a reputation for delivering content in ways that are practical, relevant and 'sticky'. When needed, she has the skills needed to engage most reluctant, argumentative and unreceptive participants – frequently those who have been 'sent' to take the training.

Ruth works from the premise that constructive relationships, trust, respect and teamwork are key ingredients for a positive workplace atmosphere characterized by optimistic employees, high productivity and good morale. Organizations do not achieve this healthy environment by accident – they invest in creating it! Her role is to help make it happen.

### Areas of Expertise

- Solid mediation and facilitation skills in complex, high stakes, multi-stakeholder conflicts
- Demonstrated success in engaging diverse groups and overcoming cultural barriers
- Experienced in working across cultures and languages in difficult circumstances
- Accomplished intuitive interviewer with demonstrated ability to get to and understand root causes, patterns and underlying issues
- Collaborative problem solver proficient at engaging cooperation and participation
- Dynamic, engaging and humorous speaker, trainer and presenter with a solid down-to-earth approach that resonates with audiences
- Successful at engaging senior leaders in creating sustainable change in the organization
- Proficient at communicating reality to groups in a constructive and engaging fashion

Capable and talented professional mediator with a strong knowledge of Alternative Dispute Resolution Processes including:

- Mediation
- Workplace Assessments
- Group interventions
- Facilitation
- Conflict Resolution Coaching
- Partnered Workplace Renewal Processes™
- Training

### Professional Affiliations:

ADR Institute of Canada  
ADR Institute of Ontario  
Mediators Beyond Borders International  
International Mediation Institute  
Canadian Assoc. of Professional Speakers  
(CAPS)

Global Speakers Federation (GSF)  
Lanark County Community Justice Program  
Ottawa Chamber of Commerce  
Ottawa Executive Association (OXA)  
International Executive Association (IEA)

**Language:**

English – fluent

French – functional (B+ level – Canadian Federal Gov't rating)

**Relevant Experience:****CanMediate International and CanMediate Consulting Services - President and Owner**

**Senior Consultant/Mediator/ Facilitator / Trainer / Coach:** 1996 – present

**Mediator/ Workplace Renewal Facilitator:** Provide both preventive and crisis mediation and dispute resolution services to individuals, workplace and organizations including large multi-party (800+ participants) Partnered Workplace Renewal Processes™. This involves conducting workplace assessments, analyzing the dynamics of the conflict and helping the involved parties to understand the issues, generate creative solutions and implement the necessary changes.

**Trainer:** Design, develop and deliver courses on Mediation, Harassment Awareness, Conflict Management Skills, Communication, Facilitation, Restorative Justice, Diversity Awareness, Dealing with Difficult Situations, Anger Management, Parenting Skills to various organizations and groups as well as 'Fee for Registration' Courses

**Facilitator:** Provide facilitation services to clients particularly for complex issues and potentially stressful meetings and discussions

**Consultant:** Conduct 'needs analysis'/assessments, review existing policies and procedures, identify issues, facilitate and evaluate the development and implementation of new / revised conflict management programs / policies; conduct preventive and crisis dispute resolution processes

**Conflict Resolution Coach:** provide both voluntary and mandated one on one coaching to individuals in the areas of anger management, harassment prevention, conflict resolution and interpersonal relationships to help them resolve outstanding issues and improve working relationships

**Clients have included:** Ontario Public Service – VOR OSS#00086158 and VOR OSS#00154215 – MAG, MOL, MCSS, MCYS, MCSCS, OMAFRA, MofEd, OPP, MOHLTC, MTO, MNDM, MGCS, MOF, MTCU, CFLL and more.

Federal Government – Federal Center for Workplace Conflict Management, Canadian School of the Public Service, Immigration and Refugee Board, Departments of Fisheries and Oceans, Justice, Heritage, National Defense, Supreme Court, Status of Women, Industry Canada – Aboriginal Business; Health Canada, Canada Revenue Agency, Parks Canada, FedNor, National Parole Board and more...

Ontario Power Generation, Times Fiber Canada, Newfoundland Public Service Commission, Government of Nunavut, Feed Nova Scotia, Queen's University, University of Ottawa, The United Church of Canada; Roman Catholic Church, Unitarian Church, Ontario Assoc. of Non-Profit Homes and Services for Seniors; Ontario Early Years Centre-Lanark, Algonquin College; Women's Shelter and Support Services – various locations; Upper Canada District School Board; Lanark, Leeds and Grenville Catholic School Board Lanark County Community Justice Program and others...

**Federal Center for Workplace Conflict Management, Canadian Government**

**Program Development, Training, Mediation & Consultation:** 2000 - 2006

Program development, consulting services, design and deliver participant and Train the Trainer courses in Conflict Management, Harassment Awareness, Dealing with Difficult Situations, Interest Based Negotiation and more for federal senior managers, executives, employees; provide mediation and consultation services to client groups

**Canadian Institute for Conflict Resolution, St Paul University, Ottawa Canada**

**Senior Trainer, Workplace Conflict Management Certificate Program:** 2003 - 2006  
Co-develop, design and teach the Program Modules on Understanding and Dealing with Organizational Conflict, Conducting Effective Workplace Assessments, Interest Based Communication and Negotiation, Facilitated Workplace Intervention, Workplace Mediation,

**Queen's Theological College, Department of Continuing Education**

**Associate Professor:** 1998 - 2005

Basic and Advanced Mediation, Understanding and Dealing with Organizational Conflict, ongoing delivery of courses related to mediation and organizational conflict management

**University of Ottawa Faculty of Arts, Department of Communication**

**Associate Professor CMN 4131 Negotiation and Mediation:** 2005-2006

4<sup>th</sup> year course for degree students on the theory and practice of mediation and negotiation.

**United Church of Canada Mediator and Conflict Resolution Facilitator**

**Mediator, Trainer, Facilitator, Speaker:** 1998 - present

Provide Alternative Dispute Resolution services to staff, management, member congregations, boards and individuals within the framework of the Church's Conflict Resolution Policy

**Lanark County Community Justice Program**

**Lead Trainer and Lead Community Justice Forum Facilitator:** 1998 - present

Trainer, Facilitator, former Chair LCCJ Board of Directors, Director, Consultant for various municipalities establishing new Community Justice Programs

**National Child Benefit Fund – Conflict Management for High Risk Parents**

**Program Coordinator / Trainer:** 1998 - 2000

Coordinate program development, finding /retaining trainers, liaison with funding organization, marketing programs, training delivery / individual coaching to help prevent recurrent child abuse

**Ontario Disability Support Program, Ministry of Community & Social Services Dispute Resolution Panel**

**Mediator** 1999 – 2008

Provide arbitration and conciliation services to clients and employers

**Columba Global, Ireland and Canada - Organization Development Consultant:** 2000 - 2003

Develop integrated plan for expansion of Irish company to Canada including HR and conflict management policies and procedures for new Canadian branch office of Irish based hi-tech firm

**Dispute Resolution Center of Ottawa / Carleton**

**Criminal Court Mediator/Facilitator:** 1997 - 2001

Conduct victim/offender mediations and Dispute Resolution Forums in the Criminal Courts

**The Leonard Institute, California - Regional Director for Eastern Canada:** 1996 - 2000

Organize, plan, market and co-teach 50-hour mediation training courses and develop the market for the services of The Institute

**Creative Response to Conflict, Canada - Facilitator/Trainer:** 1995 - 2000

Case analysis, design and delivery of customized training for staff, students and parents of various schools and organizations

**Canadian Ski Patrol System - Ski Patroller / Critical Incident Stress Team Debriefing /Defuser,** 1996 – present

Provide Critical Incident Stress Debriefing services to patrollers, Assistant Patrol Leader

## Education and Continuous Learning:

### University Education:

Bachelor of Integrated Science – Biology, Geography, Chemistry, Carleton University

### Mediation and Conflict Resolution Courses: (total hours: 800+)

- “Master’s Certificate in Interest Based Mediation & Negotiation” - The Leonard Institute;
- “Cultural Diversity and Investigating Harassment” - ON Human Resources Professionals Assoc.;
- “Advanced Training for National Mediation Team” - United Church of Canada;
- “Advanced Court Based Mediation Training” - Dispute Resolution Centre of Ottawa/Carleton;
- “Advanced Techniques for Mediators” - Carleton University;
- “Divorce and Family Law Mediation” - The Law Society of Upper Canada;
- “Third Party Neutral 1” – Canadian Institute for Conflict Resolution (CICR);
- “Dealing with Difficult People and Situations” - Carleton Board of Education;
- “Facilitator Training - Levels 1,2,3” – P. Prutzmann, Creative Response to Conflict, Canada

### Organizational and Conflict Management Systems Training: (total hours: 120+)

- “Art of Hosting Difficult Conversations in Organizations” – T. Woolfe, Berkana Institute
- “Systems Thinking: A Change Management Method & Tool” by M Herasymowych, U Alberta;
- “Conflict Management Systems Design” – by L Borsa and D. Hushion, CICR;
- “The Power of System’s Thinking in Organizations” – by Dr J. Kemeny, Innovation Assoc.;
- “Organizational Conflict and Systems Design” – by Michael Lang, Carleton University.
- “Consulting with Organizational Systems In Conflict” – Sam Leonard, The Leonard Institute

### Leadership Courses: (total hours: 375+)

- “Chaos Leadership” by Dr. H. Richman
- “Leading with Purpose Values and Vision: The Art of Effective Execution” by Brian Bacon, Oxford Leadership Academy;
- “The Creative Process in Action, “ by Robert Fritz
- “Engaging Power, Leadership and Hierarchy in Organizations” by Barry Oshry
- “Personal Practices for Transforming Organizational Culture” by Dr. Fred Kofman
- Authentic Leadership Program, Shambhala Institute, Mt St Vincent University

### Coaching Courses

- Preparation / Coaching Participants Training and Practicum, Sam Leonard, The Leonard Institute

### Training Courses: (total hours: 180+)

- Train the Trainer – Level 1 & 2 – Peak Potentials Training
- DISC Trainer Certification / Train the Trainer course – Personality Insights Inc.

### Restorative Justice Courses: (total hours: 100+)

- “Restorative Justice and Facilitating Dispute Resolution Forums” - Real Justice
- “Train the Trainer, Circle Conferencing” – certified trainer by International Institute for Restorative Practices
- “Restorative Justice Processes in the Workplace” - Transformative Justice Australia;

## Recent Conference Keynotes and Presentations:

- **World Mediation Summit**, 2017, Madrid, Spain, (conference chair and keynote)
- **National Mediation Conference**, 2016, Gold Coast, Australia,
- **World Mediation Summit**, 2016, Madrid Spain, (conference chair and keynote)
- **Times Fiber International Summit**, 2016, Danville, USA
- **World Mediation Summit**, 2015, Madrid Spain (conference chair and keynote)
- **Egg Farmers of Canada, National Conference**, 2015, Ottawa, Canada

- **Systems Thinking International Conference**, 2014, Washington, USA
- **World Mediation Symposium**, 2014, Dallas, USA
- **World Mediation Summit**, 2014, Madrid Spain (conference chair and keynote)
- **Canadian Association of Professional Speakers**, 2014, Ottawa, Canada
- **Northern Professional Development Conference**, 2013, Sudbury, Canada
- **Workplace Safety and Prevention Conference**, 2013, Ottawa, Canada
- **Applied Improvisational Network Global Conference**, 2013, Berlin Germany
- **OMAF/MRA Manager's Forum**, 2013, Barrie, Canada
- **Workplace Safety and Prevention Conference**, 2013, Peterborough, Canada
- **OSS Leadership Forum**, 2013, Toronto, Canada
- **Addressing Absenteeism in the Workplace**, 2012, Halifax, Canada
- **Managing Lateral Violence in the Workplace**, 2012, Ottawa, Canada
- **Buffalo Executive Association**, 2012, Buffalo, USA
- **Edmonton Executive Association**, 2012, Edmonton, Canada
- **Managing Lateral Violence in Workplace, 2012**, Vancouver Canada (conference chair, keynote)
- **Managing Duty to Accommodate Conference 2012**, Ottawa Canada
- **Managing Lateral Violence in Workplace 2012**, Ottawa Canada
- **HRPA International Conference, 2012**, Toronto, ON
- **Ottawa Public Library Small Business Week, 2011**, Ottawa Canada
- **Ontario Association of Community Associations for Seniors, 2011**, Ottawa Canada
- **International Executive Association, 2011**, Ottawa Canada
- **Transforming Conflict – First Annual Conference 2011**, Amman Jordan
- **Greater Ottawa Homebuilders Association, 2011**, Ottawa Canada
- **Organization Development World Summit 2010 – Budapest, Hungary**
- **Workplace Safety and Prevention Association 2010 – Ottawa, Canada**
- **International Personnel Management Association Conference 2009 – Edmonton Canada**

### Sample of Published Works:

1. Awakening the Workplace Vol 3 – The High Co\$ of Super-Conflicts in the Workplace, Ed: Kathy Glover-Scott & Adele Alfano, Experts Who Speak Books, Oct 2008
2. Collaborative Leadership – Waste of Time or Solution to Complex Problems? Employment Relations Today, May 2008
3. Immunize Your Organization Against Super-Conflicts, Employment Relations Today, Mar 2008
4. Creating Workplaces that WORK!!, HR Now, publication pending
5. Interest Based Negotiation Handbook - Internet E-book, 2006
6. Mastering Difficult Situations and People We Find 'Challenging' - Internet E-book, 2006
7. The Gift of Improvisation in Mediation - Internet E-book, 2007
8. The High Cost of Conflict and New Ways to Manage It!, Strategic Human Resources Conflict News Vol 6 Num 6 ISSN 1487-7783 July 1999.
9. An Alligator by the Tail – Confronting Conflict Creatively, Internet E-zine, January, 2000
10. Building a Harassment Free Workplace - Participants and Trainers Manual, co-authored with M. Bond, The Federal Center for Workplace Conflict Mgmt, 2001

### Media Interviews

CBC – The Current, Ontario Today and Ottawa Morning – Invisible Disabilities in the Workplace June 2014  
 CBC - Ontario Today – Creating Healthy Workplaces from Toxic Situations, March 2012  
 Talk Ottawa, Rogers TV – Stopping the Bullying, October 2011, December 2011, April 2012  
 Daytime, Roger's TV – regular guest speaking about conflict, creating healthy workplaces, family and neighborhood relationships, bullying and more... 2009 to present

CBC Ottawa Morning, The Current and Ontario Today – Harassment in the Workplace, September 2011  
 HR Reporter, Conflict in the Workplace, April 11, 2011  
 The Voice, - Business during the Economic downturn, spring 2011  
 A-Channel Morning – Workplace Bullying, August 2010  
 Ottawa Sun – Mediation and Its Role in Helping Resolve Difficult Conflicts – January 2009  
 CTV 6:00pm News - Resolution of the OC Transpo Strike, January 2009  
 Globe and Mail – Business Travel 2009  
 The ADR Show – CHIN FM, regular guest speaking about conflict, mediation, harassment, ADR and more, 2007 – 2010

**Sample List of Mediations, Workplace Renewals, Workplace Assessments (2010 – 2017)**  
 Conducted by Ruth Sirman, CanMediate International.

Client	Date	Union	Scope of Work	Focus / intervention	My Role
Provincial Gov't	2017	Yes	Workplace Renewal, Mediation, Coaching	Provide coaching and mediation as part of a larger Workplace Renewal Process to correctional facility staff	Mediator, coach, consultant
NGO	2017	No	Workplace Renewal, Coaching and Consulting	Provide assessment, consulting services and executive coaching to Board Chair, Board members, CEO and key staff based on assessment done	Mediator, coach, consultant
Provincial Gov't	2017	Yes	Workplace Renewal, Coaching and Consulting	Provide assessment, coaching, mediation and consulting services to management and key employees	Mediator, coach, consultant
Corporate (international)	2016	Yes	Workplace Renewal, Coaching and Consulting	Provide assessment, coaching, training and conflict management services to international senior management team	Facilitator, coach, mediator, trainer
Provincial Gov't	2015	Yes	Mediation, Professional Workplace Interaction Coaching	Mediation between manager and employee, provision of coaching services to both parties on appropriate workplace interactions	Mediator, coach
Provincial Gov't	2015	Yes	Workplace Renewal, Coaching, Mediation,	Full Workplace Renewal / assessment, feedback and interventions plus coaching for employees, managers and senior manager	Mediator / facilitator/ coach
Corporate (international)	2015 ongoing	Yes	Workplace Renewal, Coaching, Mediation,	Work with mgmt. team to address conflicts within the group.	mediator / coach
Provincial Government	2014-2015	Yes	Workplace Renewal, Coaching, Mediation, Training	Provide support to new manager, individual and group coaching to address ongoing issues conflicts and tensions.	mediator / trainer / coach
Corporate	2013 – 2015	Yes – multiple	Workplace Renewal, Mediation, Training, Coaching, Leadership Development	Provide support to key players, managers and team to address ongoing conflicts and toxicity in the workplace	Mediator / facilitator/ coach
Provincial	2014 -	For	Mediation between	Provide coaching, mediation	Mediator

<b>Client</b>	<b>Date</b>	<b>Union</b>	<b>Scope of Work</b>	<b>Focus / intervention</b>	<b>My Role</b>
government private sector	2015	gov yes	government enforcement body and private sector corporation	services to all parties	facilitator/ coach
Provincial government	2014	Yes	Workplace Renewal, Mediation, Training, Coaching, Leadership Development	Provide support to key players, managers and team to address ongoing conflicts and toxicity in the workplace	Mediator / facilitator/ coach
Private sector - sport	2013	No	Mediation between upset clients and area management	Defuse, de-escalate and mediate issue around client safety	Mediator facilitator/ coach
Private sector / small business	2013	No	Mediation / coaching in conflict involving 2 partners	Provide mediation services and individual coaching to parties	Mediator /facilitator/ coach Contact information withheld due to confidentiality
Provincial Government	2013	Yes	Conduct Workplace Renewal process with group of 35 people in professional / enforcement environment	Address WDHP issues of abuse of authority, inappropriate behaviour, bullying, lack professionalism within group of managers and employees	Mediator / facilitator/ coach
Provincial Government	2012	Yes	Conduct Workplace Renewal process with group of 18 employees and 2 managers to create healthier / more productive workplace	Address issues of conflict, abuse of authority, bullying, professionalism within workplace group of managers and employees	Mediator / facilitator/ coach
Provincial Government	2012	Yes	Conduct Workplace Assessment, Workplace Renewal process with group of 65 employees and 6 managers to create healthier / more productive work environment	Address issues of bullying, conflict, professionalism and respect within workplace group of managers and employees	Mediator / facilitator/ coach
Community group	2012	No	Provide mediation / facilitation for volatile community conflict related to loss of critical social support services for women / children	Provide mediation and coaching to individuals and groups working to address issue on ad hoc basis plus Facilitate large volatile community open meeting	Mediator / facilitator/ coach
NGO –	2012	Yes	Provision of	Support ED and key Board	Mediator /

<b>Client</b>	<b>Date</b>	<b>Union</b>	<b>Scope of Work</b>	<b>Focus / intervention</b>	<b>My Role</b>
crisis support organization			executive conflict resolution coaching to ED and Board members	members to find ways to work together effectively / manage escalating conflict	coach
Provincial Gov't	2012	Yes	Mediation and coaching for manager / employee conflict	Assess nature of conflicts / mediate issues of employee performance, management style and a history of conflict within workplace	Mediator / coach
Provincial Gov't -	2011-2012	Yes	Full workplace Renewal / assessment, feedback and interventions plus coaching for employees, managers and senior manager	Assess nature of conflicts / address issues of inappropriate conduct and conflict between employees	Mediator / facilitator
Federal Government	2011	Yes	Workplace Renewal Process - Workplace Assessment, Mediation, training, coaching	Provide comprehensive process to help employees and management address longstanding conflicts and organizational issues	Mediator, Trainer, Coach
Major Canadian Union	2009	Yes	Conduct workplace assessment, Workplace Renewal Intervention and Group Mediation process	Address complaints related to professionalism and bullying within a senior negotiation team	Mediator, Facilitator, Coach
Faith Community	2008	No	Workplace Assessment, Team workplace Renewal process, individual and group coaching	Support a senior management team to assess team dynamics and create a healthier working relationship within the team and with employees and members of the church	Mediator, Coach and Facilitator
Government of Canada groups	2007-2010	Yes	Workplace Assessments Mediations, Conflict Resolution Coaching	Conduct workplace Assessments, provide feedback to management team(s), conduct mediations, deliver training, provide individual and group Conflict Resolution coaching	Lead mediator, trainer, Conflict Resolution Coach
Federal Government	2009 – 2010	Yes	Workplace Assessment and Intervention	Assist large regional office to understand and resolve major conflict issues between the management team and support staff	Lead Mediator and Facilitator

Additional information on other mediations conducted (this is just a sample) going back to 1996 is available on request.