



Get Your Workplace in Shape this Spring – with MFR Resolutions (formerly Management Matters)

Understanding and Addressing High Conflict Employees

In every workplace, there is a small percentage of employees who are considered “high conflict individuals”. These employees create persistent workplace conflict – with supervisors, coworkers and union representatives alike. They take whatever steps they can to avoid responsibility for their behaviour, often deflecting blame on others and utilizing medical, legal and other external resources to further their agenda. These employees have a destructive effect on workplace morale, employee engagement and overall productivity. In this course, Marli Rusen will show participants how to practically and effectively communicate with high conflict employees in a fair, firm and progressive manner.

Thursday, May 15, 2014 in Vancouver

Wednesday, May 14, 2014 in Victoria

Addressing Attendance Issues at Work

Absenteeism results in significant costs for many organizations. Costs include sick leave, LTD, overtime, replacement staffing and reduced productivity. Many workplaces are uncertain of the extent to which they can properly and effectively address attendance issues with staff. Are they allowed to seek medical information and in what circumstances? What happens if employees refuse to provide the medical information? Are employers permitted to terminate employees who suffer from legitimate medical illnesses – and if so, in what circumstances? Marli Rusen will outline the various types of absenteeism and provide participants with strategies on how to address each of these with staff in a fair and respectful manner.

Wednesday, May 28, 2014 in Vancouver

Thursday, May 29, 2014 in Victoria

Understanding and Accommodating Mental Health Challenges in the Workplace

One of the most challenging issues faced by employers and unions is supporting staff with mental health issues, particularly where those issues result in inappropriate behaviour/performance that directly impacts others in the workplace. A balance needs to be struck between sensitively and respectfully supporting and accommodating employees with mental issues while simultaneously providing a respectful, safe and healthy workplace for everyone. In this workshop, Marli Rusen will offer clear and practical strategies on how to achieve this balance in a legally defensible and fair manner.

Thursday, June 5, 2014 in Vancouver

Wednesday, June 4, 2014 in Victoria

Harassment/Bullying in the Workplace for Managers/Supervisors

In November 2013, WorkSafe BC made it a legal requirement for supervisors and managers to monitor the workplace for signs and symptoms of bullying and then intervene to address it. In this workshop (which is a repeat course due to popular demand), Marli will discuss the basic elements of effective supervision (specifically, clear documentation, respectful communication and measured escalation) and demonstrate how to apply these principles to potential instances of bullying/harassment.

Tuesday, June 10, 2014 in Vancouver

Thursday, June 12, 2014 in Victoria

Vancouver Workshops:
The Fairmont Waterfront
900 Canada Place Way
Vancouver, BC

Victoria Workshops:
Coast Victoria Harbourside
146 Kingston Street
Victoria, BC

9:00 am to 12:00 noon
Coffee and Tea will be served

RSVP to Shelley Hoffmann at 1-250-212-4670 or through our website at www.mfrresolutions.com. Enrolment is limited. Please register no later than two weeks in advance of the workshop to avoid possible cancellation. Reg \$200 per workshop (plus GST).

***All workshops are suitable for union representatives, unionized/excluded supervisors and managers.**

Marli F. Rusen
MFR Resolutions Consulting Corp.