



# Communications & Conflict Resolution Workshop - HSA Office

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**DATE:** June 1, 2022

**TIME:** 9:00 am to 4:30 pm

**LOCATION:** HSA Office - 180 East Columbia Street, New Westminster, BC

## **Workshop Description:**

HSA is pleased to have Kerry Palmer facilitate this one-day course to assist members in their day-to-day interactions with their HSA colleagues and the patients/clients. Communication is the cornerstone of a healthy, productive and engaging workforce, and as such, this course is an opportunity to build and enhance workplace/public engagement. It is recognized that all members bring their personal communication skill sets which are effective in most interactions. This course is intended to be a refresher for some and for others it will offer new communication considerations.

The course will begin with conflict learning and how many may enter conflict interactions with an adversarial approach, statement - react. You will next explore the considerations of grounding and self-expression in a collaborative approach, acknowledge and curiosity.

Next, you will delve into several communication skills which will assist you in demonstrating understanding of the other and balancing this off with self-expression. This session will also provide opportunities for you to participate in small groups for self awareness, and self-reflection. There will also be a few opportunities for practice with relevant case studies.

## **Facilitator Biography:**

**Kerry Palmer** is a Metis citizen from the Red River Valley of Manitoba. For the past 23 years Kerry has operated his consulting business, Integrative Mediation Services in the areas of conflict resolution, mediation, facilitation, training, team support and executive coaching. Kerry is an instructor at Justice Institute of BC in the Conflict Resolution, and Aboriginal Leadership Programs. He has been part of the JI faculty for the past 20 years.

Kerry worked as a Child Protection mediator working under the Ministry of Justice for 16 years, and as a family mediator for 12 years. Currently he is a mediator for the BC Public Service Agency.

Kerry has certificates from the Justice Institute of BC in Conflict Resolution, Family Mediation and a specialization in Restorative Practices. He has also been a trainer with the International Institute of Restorative Practices in Family Group Conferencing. This training allowed him to work with the Penticton RCMP in a Youth Diversion Program where his role was in program development, as a trainer, and facilitator. Kerry also has a diploma from VCC in Adult Education.

Another area of Kerry's work is within First Nations communities. Here Kerry has provided training, facilitation, and mediation services to chief and council, professionals, and community members.

**This workshop is open to all HSA members. Space is limited. Members must be able to attend the entire day.**

Members who are interested in this workshop are asked to complete a registration application by logging into [My Events Registration](#) using the prompts provided. Workshops are listed under Other events. Please call

the HSA office at [604.517.0994](tel:604.517.0994) or [1.800.663.6119](tel:1.800.663.6119) if you do not know your HSA member ID number.

#### Attachments

Attachment:

 [Comms & Conflict Resolution June 1, 2022.pdf](#)

- [Print](#)
- [PDF](#)

180 East Columbia  
New Westminster, BC V3L 0G7

Website  
[www.hsabc.org](http://www.hsabc.org)

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