

The Mediator

Monika B. Jensen

Principal, Aviary Group

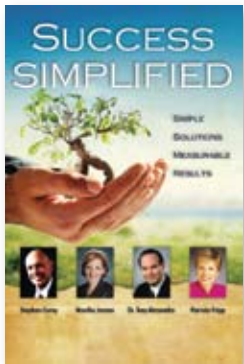


Monika B. Jensen is the Principal of the Aviary Group, a management consulting practice specializing in

- Conflict resolution
- Training in a variety of subjects
- Fact finding investigations
- Change management strategies
- Executive Coaching

Monika has an exemplary working relationship with both bargaining agents and management, having worked in partnerships to design, deliver and evaluate programs on a variety of contentious issues for both large and small organizations.

Monika is the author of several publications both in the area of conflict resolution handbooks for managers and managing change. She also publishes a quarterly newsletter "Keep In Touch." Monika has developed training programs and supporting documents for a number of clients ranging from service to manufacturing. She is currently co-authoring a book with Stephen Covey on "Success Simplified."



"Monika was amazing with her teaching methods and material. She kept you interested and focused the entire time. This was the most interesting and useful course I have ever taken. In all honesty I would love to take it again and I have recommended it to several other businesses, colleagues and friends. She is a well educated and confident instructor who knows her stuff. With her background, studies, and personal experiences she was able to keep you wanting more. You were mesmerized in her class because she could answer every question you threw at her. Wow, an extremely brilliant woman with a gift to help others."

Senior Executive, Federal Government

Monika has over 25 years of senior management experience in the fields of human resource management, conflict management and mediation and executive coaching. She holds subject matter experience which is essential for organizations, yet not always available on a full-time human resource basis. She offers practical, easy to understand coaching and training for employees and managers, empowering them with the knowledge and tools necessary to manage their workplace effectively. Her primary focus is to work in collaboration with the organization to build ownership and self-reliance.

Monika has worked with municipal, provincial and federal governments, including health care, social services agencies, police forces, the military, fire services, prisons, and community agencies as well as corporate sector. She is a trainer in diverse subject areas and a specialist in workplace equality. Monika works with many different clients as a mediator resolving intercultural and employment conflict. She has conducted mediations internationally on global human rights issues.

www.monikajensen.com

Monika's Keynote Presentation

Mediating Conflict: Mending Fences, Repairing Relationships and Resolving Conflicts with Effective Communication Skills

When co-workers find themselves in conflict, the workplace can become stressful, unhealthy - even dysfunctional. The entire organization may become less productive and quality of service can suffer. As a leader, it is your responsibility to know when to step in and mediate conflict. Find out how to understand what causes conflict in the workplace and recognize the different ways employees handle it. Gain new insights and skills in mediating conflict that you can take back and apply immediately in your own setting.

Handling our job responsibilities is challenging enough without having to deal with a major personality problem on a regular basis. Learn how to handle the difficult people in your life and watch your productivity and tranquility skyrocket.

Good communication reduces conflict and facilitates the smooth flow of business. Become an effective communicator. Given the critical role communication plays in our relationships and our careers, investing some time and effort into developing communication skills can reap handsome rewards. This course will introduce you to the principles and skills of effective and ethical communication, and will cover communication as a human activity and as a human process. Emphasis is placed on increasing your understanding of how your communication behaviours affect others and how others' communication behaviours affect you.



“ What others are saying about Monika Jensen... ”

Monika is an excellent speaker! She made me open my eyes to some things I didn't even know were there. You know that this person is a remarkable speaker when someone can touch you in a two hour seminar. Enjoyed the simplicity and the everyday application to work and home life. Monika has a great personality! Awesome Stuff!

Conference Participant

Monika is an inspiring trainer and presenter. Her teaching style is extremely witty and she has an amazing command of language. She knows how to bring fun to the training room, and her obvious experience of working with people makes the whole programme a must!

CEO, Communications

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