



GREYSCALE INTELLIGENCE GROUP

AIPC ACADEMY

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Strategic Communication:

**Managing conflict by
mastering the art of active
listening and inquiry to
influence positive outcomes**

PRESENTATION PROPOSAL

2026

Stuart Cole



With an impressive 28-year career in law enforcement, Stuart Cole has built a legacy rooted in courage, precision, and a deep commitment to service. His journey has taken him through some of the most complex and high-stakes areas of policing, from investigating homicides, organized crime investigations and leading covert operations within the Major Crimes Undercover Unit.

For 18 years, Stuart served as a Hostage and Crisis Negotiator, 15 of those as a team leader, bringing calm and clarity to chaotic situations. His advanced training from both the Canadian Police College and the FBI has equipped him with sophisticated negotiation strategies, making him a trusted expert in the field.

After retiring in 2023, Stuart transitioned seamlessly into a mentorship and instructional role, sharing his wealth of knowledge with law enforcement professionals across Canada and the United States. As one of a select few instructors delivering Kidnap for Ransom training to Canadian police services, he has continued to shape the next generation of crisis negotiators with precision and passion.

Stuart is also an accomplished speaker, having presented at numerous conferences on topics ranging from homicide investigations to undercover operations and high-risk negotiations. His presentations are not only informative but also compelling, reflecting the confidence and clarity honed through years of negotiation under pressure.

What truly sets Stuart apart is his ability to connect. His negotiation work has sharpened his capacity for empathetic listening and persuasive communication, skills that transcend professional boundaries and enrich every interaction. Whether in a high-stakes standoff or a training room, Stuart brings the same unwavering dedication to influencing positive outcomes through trust, strategy, and human connection.

Jason Oglesby



Jason Oglesby is a retired law enforcement detective with 20 years of experience in emergency response and community service. He was recognized for exceptional duty with two prestigious policing awards; the 2010 Police Chief's Award for Service to his Community and the 2011 Queen Elizabeth II Diamond Jubilee Award underscoring his commitment to his colleagues, community and Canada.

Beyond his policing career, Jason offers a rare and deeply informed perspective shaped by personal experience. While serving with his police agency, he was falsely accused of a criminal offence and later fully acquitted. Navigating the justice system firsthand sharpened his understanding of reputational harm, investigative bias, and the real-world consequences of weaponizing allegations against others both criminally and in corporate settings. That experience now anchors his unwavering commitment to fairness, individual rights, and truth-seeking in every investigation he touches.

He went on to serve in high-trust roles including undercover operations in the major-crimes section, helping resolve active and cold-case homicide investigations. He later led covert cyber investigations into child trafficking, anti-corruption, and financial cybercrime across both the open internet and the dark web, before transitioning to the Child Abuse Unit to investigate online offences against children and support society's most vulnerable victims.

Jason is now a corporate investigator specializing in sensitive personal and organizational matters, including consulting during cyber-extortion and data-breach events. Jason guides leaders through critical incidents with precision, inclusive problem-solving, and an evidence-driven approach to uncovering the truth and validating defensible organizational decisions. Drawing on this experience, he reinforces to corporate leaders that fairness is how you protect people while pursuing accountability.

DESCRIPTION

Strategic Communication:

Managing conflict by mastering the art of active listening and inquiry to influence positive outcomes

Critical incidents rarely arrive one at a time. A workplace conflict escalates, a sensitive internal allegation lands on a leader's desk, and suddenly a cyber breach adds pressure, uncertainty, and reputational risk. In those moments, organizations don't just need policy, they need calm, strategic leadership grounded in facts, clear communication, and defensible decision-making.

This presentation equips leaders and frontline professionals to perform with confidence when the stakes are high and events are unfolding rapidly. You will learn how to stabilize conflict before it escalates, using active listening and the art of inquiry to surface critical information and drive positive outcomes. We will also examine how to communicate and lead through a cyber breach with clarity, coordination, and strategic control, and how to make fair, lawful, and defensible decisions in sensitive internal investigations—especially when the evidence leads somewhere unexpected.



TOPICS

01

Conflict Resolution

- Managing Conflict
- Active Listening Skills
- Managing Perceptions
- Difficult conversations
- Theories of social influence
- The Art of Inquiry

02

Situational Awareness

- Human element
- Cyber Safety
- Leading by Example

03

Scenario #1

Participants will break into groups and be assigned titles with scripts – detailing an organization cyber breach. Each participant is given a role with attached responsibilities and a back story detailing their positions and interests. As they work through the conflict, we will be inserting real time communication from the threat actor group which they will need to put aside conflict and decide on a course of action.

04

Scenario #2

Once the cyber breach is resolved we will insert information to suggest the members from the IT department may have been in part responsible for the breach due to negligence. Weigh the evidence and come up with an action plan on how to investigate these allegations.

THANK YOU

CONFLICT MANAGEMENT

SITUATIONAL AWARENESS

THE ART OF INQUIRY
