

Are You a Promise Machine? 3/31/09 4pm Eastern Time 25.00

Wonder why you end each week burnt out, personally or professionally? Many times we find ourselves under the weight of schedules and obligations that exhaust us emotionally and physically.

- ◆ Distinguish between expectations & promises
- ◆ Identify the unspoken expectations that become promises
- ◆ Identify how to measure a promise or commitment
- ◆ Identify implied requests & create your response
- ◆ Identify your triggers to accept more than you can do
- ◆ Create your strategy to decline unspoken expectations & implied requests

The Four Horseman: Criticism, Blame, Defensiveness, & Stonewalling

3/31/09 6pm Eastern Time 27.00

What happens when we have conflict in the workplace? We suffer both physically & emotionally; and, holding these feelings only to vent once we arrive home to our loved ones. Is this fair?

Join us, *Walks Beside Coaching* for a session to learn different ways to manage conflict situations; and, still respect yourself.

- ✱ How to search for the “2%” truth in what you are hearing or experiencing
- ✱ How to recognize that contempt is fueled by long-simmering negative thoughts about a colleague or situation
- ✱ How to assess behavior, not people & turn complaints into requests
- ✱ Develop your plan to avoid using blame language in engagements
- ✱ Identify the forces of stonewalling, cutting off communication, silent treatments, refusals to engage, withdrawal
- ✱ Create new expressions for response & conflict resolution