

Facing the Tiger—turning conflict into opportunities

Conflict in relationships is inevitable—broken promises, personality clashes, insensitive comments, and errors in non-verbal communication all can lead to a breakdown. **This may actually be a good thing!**

Facing the Tiger is a remarkable (even simple) program that empowers people to use a productive feedback model to use conflict to **actually strengthen a relationship!** Beginning with a better understanding of Pinches (the source of all conflict) you will learn a powerful way to formulate your feedback to gain a win/win solution.

The goal is healthy conversations and helping people to get back to work without the distraction of roaming office ‘tigers’. **Facing the Tiger** will start you on a new, more confident path with the skills and awareness to success.

This is a pragmatic, proven program—In a Canada-wide study, 92% of all graduates successfully addressed a workplace conflict issue **within the first 30 days after their course!**



Immediate Benefits

- Gain the tools and confidence to build stronger relationships - every day.
- Free yourself to focus on your work - not on the Tiger.
- Deliver a strong message that "old stories" and conflict will not be tolerated.
- Get on the right path to having winning relationships at work!

What you Can Expect

- Learn how unresolved ‘Pinches’ create dis-ease, stress and escalating costs.
- See how conflict is actually a good thing - if you know what to do with it.
- Learn the four truths about Pinches you need to know.
- Find out why you need to come ‘down off the ladder’ and move to curiosity.
- Get a simple, practical four-step approach to creating healthy conversations.
- Gain strategies for shifting ‘stuck’ relationships and creating win/win.
- Discover the M.R.I. - your ultimate tool for shifting out of blame.
- Practice going down the ‘funnel’ and double clicking to get what you want.

“This definitely took the teeth out of the tiger!”

E. Duckworth, City of Kamloops

The 30-Day follow-up Program

The following are optional benefits to add to your program:

- Personal Commitment forms returned in one month
- Four ‘e-tips’ with instant productivity tips
- Access to on-line resources
- Pre and post survey comparison study

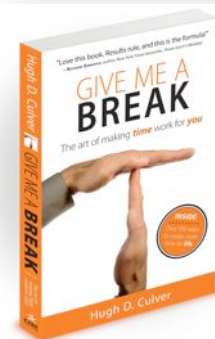
Hugh Culver MBA, CSP is the author of *Give Me a Break: the art of making time work for you*, master trainer, athlete, and a professional facilitator and speaker.

Hugh pioneered tourism flights to the South Pole, was a professional adventure guide for 18 years in British Columbia, Antarctica and the Yukon, whitewater kayaking competitor, mountain climber, endurance athlete and has even golfed at the North Pole!

Hugh's remarkable training programs and keynote presentations combine street-smart advice with an engaging and often hilarious delivery style that reaches over 25,000 people each year.

His clients include: Royal Bank of Canada, Suncor Energy, BC Lottery Corporation, Imperial Oil, Sun-Rype Products, Food Services America, many provincial ministries, municipal governments and associations as well as four universities and colleges.

Hugh D. Culver MBA is a Certified Professional Speaker (one of only 40 in Canada) a Certified Facilitation Professional (one of 80 in Canada). Learn more about Hugh at www.HughCulver.com



Hugh's new book "Give Me a Break" is a great addition to your delegate package. Contact info@hughculver.com

"Energizing, empowering and readily applicable."

Elizabeth Heinz, Insurance Corporation of B.C.

"Your enthusiasm and humour was a hit and we hope to have you as a speaker again!"

Cheryl Eckert, Credit Union Central B.C.

"You left us all on a high and renewed sense of energy and vigor as we face our challenges ahead."

Serge De lure, British Columbia Lottery Corporation

