



## **Create a Thriving, More Productive Workplace**

Paul aligns your business and development goals directly with his training modules so your employees can easily implement what they learn - to **increase *their* productivity .... and *your* revenue.**

Below are listings of his most asked for trainings. The listings only begin to describe how he might help you. For direct trainings, training your trainer, retreats or conferences...***call today!***

### **Secrets to EASY Gossip Prevention:**

**Our POWERFUL Gossip Prevention strategies provide effective results and will help you create a more thriving, comfortable and *profitable* work environment.**

Results Include:

- Increase employee's productivity
- Improve your bottom line
- Create a more cohesive work environment
- Improve morale

Topics Include:

- Communicating problems in an effective, compassionate and safe way
- How to intervene safely when someone gossips
- Catching yourself and choosing not to gossip
- Understanding why we often choose this behavior
- Effectively dealing with the underlying emotions and issues
- How to feel better about yourself

### **Secrets to Improving Customer Service Skills:**

**Teaching your front line staff / sales team effective communication and people skills. These allow them to manage difficult situations and build loyalty with your customers.**

Results Include:

- Increased sales / productivity
- Happier staff
- Happier / more satisfied customers

Topics include:

- Seamless customer service through team building
- Turning angry customers into loyalists
- Recognizing and managing anger before it rises
- Proactive steps to avoid reactive mistakes with customers
- Diffusing emotionally charged situations with grace

**For your  
Complimentary  
Workplace  
Assessment**

**Call 206-650-5364  
TODAY!**

### **Easily Improving Your Workplace:**

**Teaching the fundamentals of interpersonal relationships. Building better working relationships with co-workers, managers, vendors, and customers.**

Results Include:

- Improved productivity / revenue
- Decreased conflict / violence in the workplace
- More cohesive / pleasant workspace

Topics include:

- Building mutual respect in the workplace
- Making positive choices for more effective communication
- Embracing, understanding and respecting differences

### **Seven Steps to Phenomenal Management Skills:**

**Management training that goes beyond technical skills. Paul helps managers learn to use the power of communication to Engage, Motivate and Inspire.**

Results Include:

- Increased employee retention and loyalty
- Easier communication
- Increased productivity / revenue

Topics include:

- Highly effective performance management through positive communication
- Difficult conversations made easy and worthwhile
- Diffusing emotionally charged situations with grace
- Building mutual respect in the workplace
- Creating an enjoyable, safe and productive work environment
- Team building through truth, focus and respect
- Helping employees understand and manage transition and change
- Helping staff cope effectively with grief and loss

### **Management Coaching:**

- Paul is available for on-going group or one-on-one coaching services to reinforce skills and help managers build job-specific skill sets.

### **Creating Safety in the Workplace:**

**Replacing conflict and power struggles with effective communication, greater self-confidence and increased productivity.**

Results Include:

- Increased lawsuit deflection
- A physically and emotionally safe workplace
- Increased productivity and revenue

Topics include:

- Turning conflict into positive communication
- Eliminating fear in the workplace
- Difficult conversations made easy and worthwhile
- Diffusing emotionally charged situations with grace
- Creating an enjoyable, safe and productive work environment
- Workplace gossip: how to stop it before it starts

### **The Keys to Effective Team Building / Staff Development:**

**Using Paul's unique and dynamic blend of powerful topics, he will help you and your staff get along better and achieve wonderful results!**

Results Include:

- Staff relating to one another better
- More accepting of differences
- Work better together as a team
- Communicate concerns and needs effectively
- Take responsibility for their actions

Topics Include

- Team building exercises
- Communication tools
- How to work with most anyone

### **EASY Conflict Resolution Skills:**

**Creating both a physically and emotionally safe workplace where conflict and power struggles are replaced by effective communication, greater self-confidence and increased productivity.**

Results Include:

- Create a safe work environment
- A physically and emotionally safe workplace
- Deflect law suits
- Less turnover
- Increase morale
- Increase productivity

Topics include:

- Turning conflict into positive communication
- Tools for effective conflict resolution
- Eliminating fear in the workplace
- How to make difficult conversations easy *and* worthwhile
- How to diffuse emotionally charged situations with grace

### **Training Your Trainer:**

When you have in-house resources for staff training but need a curriculum specific to your company's business objectives, Paul offers a variety of trainings to help you or your staff learn to implement his highly sought after training programs.

### **ACCEPT NO SUBSTITUTE**

Each program is completely customizable to your company's unique needs and offers a variety of delivery formats, from multiple day trainings to half-day trainings and retreats. Every program utilizes Paul's **proven** mind/body experiential learning techniques that increase employee skills, retention and application with ease.

Benefits Include:

- Cost savings for larger companies
- Easily reach all your staff
- Customized and proven methods

# **Paul Figueroa**

## **PEACE ENFORCEMENT LLC**

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**His Mission: To Prevent Violence in Homes, Communities, Schools and The Workplace**

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### **Professional Association Trainings:**

Paul also offers business-critical communications skills training for HR/Corporate Training Managers to use in training their employees and managers. Association members take away “hard wired” skills that they can apply in their everyday work and use in training their employees. This type of training will keep your members coming back for more.

Benefits Include:

- New and proven techniques
- Providing a sought after and charismatic speaker
- Easy to remember methods

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**Paul is glad to talk with you to discuss your company's or  
association's unique needs.**

**START EXPERIENCING THE DIFFERENCE.**