

Facing the Tiger™

Managing conflict one Pinch at a time.

It's inevitable - people will not always get along at work. Disagreements, personalities, communication styles, and unmet expectations are all typical breakdowns that create stress, uncertainty, and lost productivity. You deserve better!

Facing the Tiger™ is a remarkable, simple approach to creating more honest and productive relationships. It is about 'getting into the conversation' - with steps to move from avoidance to creating a more open and sincere relationship. And, it is also about repairing relationships... before they escalate into full-blown conflict. **And the results are dramatic!** You will have less stress, feel more confident, and be free to focus on your work - not on the Tiger!



Immediate Benefits:

- Empower staff and managers with the tools to build stronger relationships.
- Free staff to focus on their work - *not on the Tiger.*
- Deliver a strong message that "old stories" and conflict need to be cleared.
- Recharge staff with a positive and energizing experience that gets them on the right path to having winning relationships at work!

" We thoroughly enjoyed Facing the Tiger...meaningful, productive, practical, and fun!"
Elizabeth Heinz, Manager, ICBC

What you will learn:

- Issues (and even conflict) are inevitable in any relationship.
- How to move complainers into a 'problem solving' conversation.
- Three stages to move from Evaluation to Observation.
- How to deal with the 'negative Nellie' on the team.
- Dealing with touchy people that take everything personally.
- Discover that there are Three Worlds in conflict. And, you need to address them all.
- Five steps to addressing "Pinches" to create stronger relationships.
- The secret to creating agreements that stick.

This is the perfect program if:

- Relationship breakdowns are evident.
- The tension in meetings and daily communications is destructive.
- Staff are refusing to talk with each other.
- Feedback delivery to staff is ineffective, or just not working.



(The Facing the Tiger model was created by our colleague, John Scherer, and is used with permission.)

To learn more about this program and others, please contact our office at:
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