

# *Conflict Resolution Just Got Easier*

*Carol Bowser, JD* is a dynamic, engaging presenter who empowers people to become better communicators, problem solvers and team players.



Take Advantage of These Highly Engaging, Interactive Presentations that Prevent Costly Workplace Conflict and Empower Managers to Lead

## **5 Simple Questions**

That embody empathy, acknowledgement, problem solving, organizational values and a movement to action.

*1 or 3 hour presentation*

## **Assertive Communication**

For nice people.  
*2 hour presentation*

## **Using your B.R.A.I.N**

Get your ideas heard when the stakes are high and time is short.  
*1 hour presentation*

## **What No One Taught You**

About workplace communication, but everyone expects you to know.

*1-1.5 hour presentation*

## **The Secret Sauce**

For workplace conflict resolution.

*1-1.5 hour presentation*

## **Multi-Culturism**

and conflict in the workplace.

*1-2 hour presentation*

## **Respectful Workplace**

How to create it.  
*4 Hour Training*

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*For more information and detailed descriptions of our presentations please visit our website.*

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## Client Testimonials

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*We offer hourly rates, half day and full day with discounts for multiple bookings.*

*We do offer discounted rates for non-profit, government and some membership organizations. Please inquire about these rates if you think your organization may qualify.*

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*Clients Include: Port of Tacoma, Western Towboats, Microsoft, University of Washington, Skagit Valley Hospital, Port of Seattle, NHRMA, Various SHRM's, Pacific Lutheran University, Hoh Tribe, King County Library System, and Sound Transit.*

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The central theme of our annual crew seminar was to take our company to a "best in class" performance standard. Carol's Respectful Workplace training was enlightening, empowering and energizing. It gave our crew members communication and team building tools that don't just look good on paper, they work in practice. Carol's presentation created a foundation for our employees to reach for and attain "best in class", as individuals and as a team.

**-Jeff Slesinger, Western Towboats**

I took a lot away from your presentation. Identifying my own communication style(s) as well as awareness of another's (different but still valid) type has helped me a lot. I use the "3 minute rule" to truly listen to the other person, recognize that my style may differ, and change the way I listen. It's been very helpful.

**-Grady Williamson, Washington State Department of Enterprise Services**

Carol's Respectful Workplace Training has been highly effective for our organization. We are very pleased with the training and staff have said that they have enjoyed this workshop. Carol uses a combination of interaction, real life experiences and a great sense of humor to keep her audiences engaged. She was flexible and thoughtful in collaborating with us to develop a curriculum that met the needs of our organization. We will continue to utilize her for future training opportunities.

**-Christina Roberts, Port of Tacoma**

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