

## Partial Client List

- Staples/Business Depot
- Magna International
- Johnson & Johnson
- Seagrams
- Bell Canada
- Royal LePage
- York University
- Glaxo SmithKline
- Ford – Visteon

"As a result of Peggy's ability to assist in breaking down barriers through various activities, many of our colleagues are now communicating more openly and viewing the business from a different perspective. The training Peggy provided to our international management team was well received."

### Windo – Motion II (Magna)

"The meeting was great, motivating, inspiring and offered our sales team challenges to change and improve."

### Kaman Industrial Technology

"Peggy Grall is simply wonderful. She has the ability to inspire and teach. She is a powerhouse who can deliver a unique blend of common sense with best business practices."

### AIMS International

"She was very enthusiastic and provided a unique insight on how we can always improve... excellent speaker with a good sense of humor... excellent speaker"

### Johnson & Johnson

"Peggy is entertaining, while delivering content that is relevant, timely and valuable to business leaders across industries... she's one of the best public speakers in North America today"

### The HIRE Net Work

## Change & Conflict Solutions

### Managing the *Big Fat Changes* at Work

Has your organization decided to make a change? Are you being required to learn new processes or work with new people? Are your customers changing what they want from you...again? Whether you're *choosing to change*, or being *forced* to make changes...hang on!

Peggy invites participants to:

- Learn how to leverage the *psychological factors* that influence people transitions
- Recognize and leverage their *Change Style*, and the style of others
- Learn Tips & Techniques that *Change Leaders* use to motivate their employees
- Anticipate and respond to individual & organizational *Resistance*

### Who Are These People & Why Are They Driving Me Crazy?

Difficult employees make everyone's work-life miserable. So, how do you deal with conflict at work in a way that solves the issue and maintains your sanity and the dignity of others at the same time? In this playful look at the serious subject of dealing with problem employees

You will learn to:

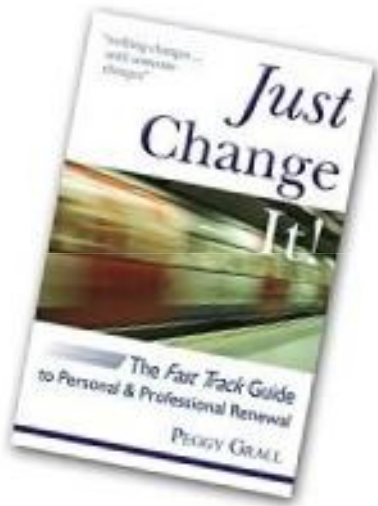
- Debunk the Myths and Misconceptions about conflict in the workplace
- Stand up for yourself and engage a difficult employee in solving the issue
- Learn to quickly settle the question of, 'who's problem is it anyway?' in any dispute
- Distinguish Assertive responses over Aggressive or Passive ones



**Peggy delights her audiences with humour and insight-provoking stories about *real people* and companies with *real challenges*, sharing how they cope and succeed!**

**Providing custom, well-researched and informed presentations, Peggy's clients say her non-nonsense delivery style is a great fit for today's change-shy audiences.**

**Her distinctive background in both business and Human Services equips her powerfully identify and help her clients address the personal and professional issues affecting a leader or group's ability to change successfully.**



Peggy Grall is a Certified Executive Coach and former psychotherapist with 19 years experience in the areas of helping individuals and organizations make significant change. Peggy has demonstrated her ability to assist individuals and organizations to explore and resolve complex personal and group issues, through working with organizations that are navigating mergers, moving facilities and initiating culture changes.

Peggy's believes that the best way to ensure the success of a change is to strategically equip and fiercely support the leaders of the change. Her approach to Change Management begins with assessments of key stakeholders, and the organization as a whole, to determine change readiness. This step is followed by facilitating the development of an organizational Change Map and skill building with those responsible for the change. Peggy mentors and coaches the change leaders through every step of implementing the change.

Peggy has a Bachelor of Arts degree in **Sociology & Anthropology**, from the University of Guelph and is certified in **Employee Relations & HR from Queens University**. She is certified to administer and interpret the DISC and the PCSI, Personal Profile Analysis tools that she uses with her coaching clients and business teams.

She is the past-Editor of Psychologica, the trade magazine of the Association of Mental Health Professionals and the creator and author of: Just Change It, Professionally Speaking, Change Bytes and numerous other articles and CD's as well as being the creator of the popular training game **Transition Poker™**.

She is past-President of the Canadian Association of Professional Speakers Toronto Chapter and in 2004 was nominated for **Business Person of the Year** and nominated again in 2005 for the coveted **Athena Award** recognizing Women in Business.

## Crisis Communication/Leadership Solutions

### Now What Do We Do?

Crisis happens! What's a leader to do when calamity and crisis loom? In this presentation Peggy shares stories, case studies and her real-life experiences with organizations in crisis to reveal the psychological, social and practical keys to 'crisis-proof' your workforce. She will share the personal and professional steps leaders need to take to ensure they are ready for whatever comes.

- Prioritize people/organizational issues in a fluid environment
- Work with the *natural phases* that employees move through in a crisis
- Maintain their sense of *integrity and stability* during uncertainty
- Embrace an attitude of *joyful courage*- no matter what!

### Now What Do I Say?

What can a leader say when crisis hits, employees and stakeholders get nervous and the media begins to circle? Communicating effectively during a crisis is the true test of a leader's effectiveness and the company's clarity of mission. In this fast-paced, multi-media presentation Peggy shares with the audience how to:

- Give the workforce and media what they want, without putting the organization and yourself at risk
- Avoid interview danger zones and media traps
- Craft communications that both stabilize and inspire the workforce and the stakeholders

**Peggy is proud to be affiliated with the following associations:**

