



From Friction to Function

“From Friction to Function” is a conflict resolution session that guarantees an attitude adjustment for every group. With wit, wisdom and a healthy dose of laughter, Jean helps individuals look at patterns in their own behavior that may be playing out in their work relationships.

Participants will:

- ❖ Learn how to use the AHA toolkit for dealing with tough emotions
- ❖ Practice proven techniques for building rapport with the most challenging personalities
- ❖ Enhance their ability to think and react on their feet
- ❖ Identify creative and cathartic ways to manage anger
- ❖ Set goals to bring what was learned in the workshop to daily life

Jean has worked as a speaker and seminar leader for eight years. She has taught conflict resolution topics for multi-national firms and groups ranging from 5 – 100. Her sessions offer practical techniques to ease everyday workplace friction. Jean has worked and consulted with the following industries: entertainment, technology, government, healthcare, recruiting, hospitality, education, financial services and real estate.

“From Friction to Function” is available in 60, 90 and 120 minute formats. 1-day and 2-day seminars are also available.

“Jean was able to discuss hard topics with grace.”

Valerie Chase - Associate College Administrative Officer/University of California, Santa Cruz

“Jean is the best instructor I’ve ever had. She was very prepared and knowledgeable.”

Jay Truly - Legal Assistant/Bureau of Indian Affairs