



Deanne DeMarco Presents:

**“Get Out of the Bunker and Deal With Conflict ”
Strategies for Improved Workplace Culture**

Conflict....

Is it Avoidable?

Is is Predictable?

Is is Necessary?

The answer is **YES** to all of the above. However, the workplace should **NOT** be a battle zone. Yet our peers, colleagues, and boss can sometimes drive us crazy. High levels of unhealthy conflict can lead to stress, low productivity, poor decision-making, low employee engagement and turnover. The problem is not the “Conflict,” it is the communication interaction process. To quote an old Paul Newman movie, “Cool Hand Luke” “what we have here is a failure to communicate.” In fact, when conflicts and communication around disagreements are approached correctly, it can be the secret competitive advantage for your company! It is time to get out of the bunker and learn how to deal with conflict... correctly!

Participants will be able to

- * Break conflict deadlocks and stop “failure to communicate” issues
- * Re-Frame and Re-Focus natural unhealthy behaviors to healthy conflict behaviors for productive outcomes
- * Stop conflict triggers using resolution strategies
- * Approaches that are more conducive to creating peace in the workplace
- * The tactics to make conflict your Secret Corporate Advantage

If you want to improve communication, employee interaction, and workplace culture, this program is perfect for you.

Deanne DeMarco, Cultural Transformation Strategist

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Deanne DeMarco

Biography

Are you frustrated with your employees lack of commitment, accountability and teamwork? Do you want to reduce turnover? Are you concerned about employee engagement?

Deanne DeMarco can help.

This multi award-winning speaker, communication and group dynamics expert, is known for her high-content, high-energy, presentations laced with humor and actionable tools for maximum take-away value. Deanne is a master storyteller, and author of four books. She works with her clients to develop employee engagement strategies and initiatives that help to retain their top talent, stop the revolving door of turnover, and create a corporate culture where people want to work. Deanne's contagious enthusiasm, and passion for teaching is evident from the moment she walks on stage. She has the ability to connect with an audience in a meaningful way, so they walk away knowing Deanne understands their perspective, cares and wants them to have real solutions that work. Her passion for sharing research, and **real-world stories** are ideal for conferences, leadership retreats, workshops and keynote presentations.

Deanne's specialities include: improving employee engagement, decreasing conflict, improving team cohesiveness, and strengthening workplace culture. She holds Extended BA's and a Masters in Intercultural and Organizational Communication. She serves her community as a reader for the blind and visually impaired.

Relevant Experience:

- Conflict mediator during the First Gulf War Crisis
- Over twenty years in organizational training and development, working in the utility, hospitality, and medical / pharmacology industries
- Personally trained over 10,000 Managers, CEO's, and Leaders
- Conflict mediator in multiple federal and business organizations
- Generational training program recognized by *Training Magazine's Top 100*
- Articles published in over 300 professional journals, trade and business publications
- On the original three-member team that first discovered the cancer link to secondhand smoke- which was published in the Lancet and nominated for a **Nobel Prize**

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