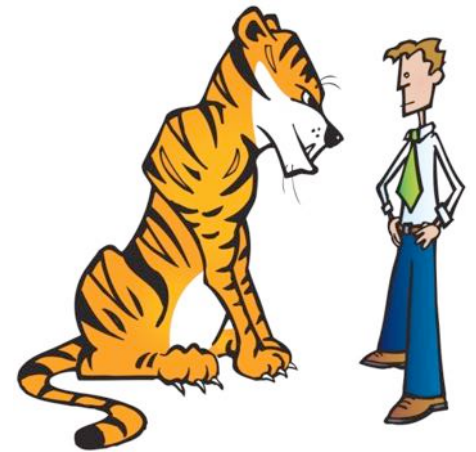


Facing the Tiger—turning conflict into opportunities

Conflict in relationships is inevitable—broken promises, personality clashes, insensitive comments, and errors in non-verbal communication all can lead to a breakdown. **But, this may actually be a good thing!**

Facing the Tiger is a remarkable program that teaches you a productive feedback model that can **actually strengthen a relationship**. Beginning with a better understanding of ‘Pinches’ (the source of all conflict), you will learn a powerful way to formulate your feedback to create a win/win solution.

This is a proven, pragmatic program* that also empowers you to make the first step to turning conflict into an opportunity.



“This definitely took the teeth out of the tiger!”

E. Duckworth, City of Kamloops

What you will learn:

- learn the real cost of unresolved “pinches” at work
- discover the one reason all conflict starts, and why this matters
- a five-step formula for initiating a productive conversation with your Tigers
- get four communication tools to enhance any difficult conversation

*In one national study, 92% of graduates successfully addressed internal work conflict within 30 days of taking this course.

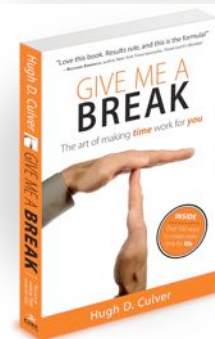
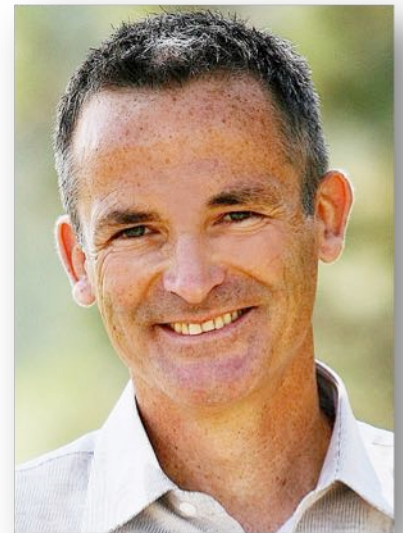
Hugh Culver MBA, CSP is the author of *Give Me a Break: the art of making time work for you*, master trainer, athlete, and a professional facilitator and speaker.

Hugh pioneered tourism flights to the South Pole, was a professional adventure guide for 18 years in British Columbia, Antarctica and the Yukon, whitewater kayaking competitor, mountain climber, endurance athlete and has even golfed at the North Pole!

Hugh's remarkable training programs and keynote presentations combine street-smart advice with an engaging and often hilarious delivery style that reaches over 25,000 people each year.

His clients include: Royal Bank of Canada, Suncor Energy, BC Lottery Corporation, Imperial Oil, Sun-Rype Products, Food Services America, many provincial ministries, municipal governments and associations as well as four universities and colleges.

Hugh D. Culver MBA is a Certified Professional Speaker (one of only 40 in Canada) a Certified Facilitation Professional (one of 80 in Canada). Learn more about Hugh at www.HughCulver.com



Hugh's new book "Give Me a Break" is a great addition to your delegate package. Contact info@hughculver.com

"Energizing, empowering and readily applicable."

Elizabeth Heinz, Insurance Corporation of B.C.

"Your enthusiasm and humour was a hit and we hope to have you as a speaker again!"

Cheryl Eckert, Credit Union Central B.C.

"You left us all on a high and renewed sense of energy and vigor as we face our challenges ahead."

Serge De Iure, British Columbia Lottery Corporation

