



**"It's the people that  
make the difference"**

**PROFESSIONAL STRATEGIES FOR DEALING  
WITH *HOTHEADS* AND OTHER  
*CRANKY PEOPLE***

Can **you** use some **tools for handling hot, stressed-out, and irrational people** in Fight/Flight states? Would that enhance your life? Designed to "**talk someone down from a hot angry state,**" *Defusing Hotheads* provides training in state management, first for you, and then for leading others into more resourceful states.

## **7 KEY OUTCOMES**

**By the end of program you will learn:**

1. How to be **un insult able**, manage your state of mind and not personalise under pressure;
2. How to deal with **passive aggressive** behaviours;
3. Strategies for understanding **non verbal** communication and building rapport with anyone;
4. How to deal with **bullies, manipulators, saboteurs nay sayer's and people that "do" the silent treatment;**
5. The **three essential skills and the Fight flight Flow model**
6. Understand what people are **really** saying and **not saying**
7. Know the **five basic human behaviours** and how to deal with them;

**The focus is participant centred with real life case studies for the participants to both solve and learn from.**

WOW What a program.....My staff and I learnt so much about people's behaviour. Practical, useable, fun and a great investment in our time and resources.

**Michael Beatty  
Commander  
Australian Federal Police**

## Program Methodology

The program is experiential, interactive and provides participants with opportunities to practice new skills using material directly relevant to their own situation. The means of imparting the knowledge, skills and competencies is underpinned by accelerated learning technology and will include the use of: music, colourful visuals, relevant handouts for participants, simulations, along with individual and group participation to maximise learning.

## FACILITATOR PROFILE

### Cheryl Gilroy



She has worked all over the world with elite athletes, police negotiators, individuals and corporations optimising their performance. She has trained over 2000 people specifically in the skills of dealing with difficult people. Some of these include police, parking inspectors, sales people, managers, mediators and many more. She is a fun, dynamic and progressive, facilitator and mediator. She holds academic qualifications in Psychology, Human Resource Development and Social Ecology As a mediator she has an astounding 92% success rate. Cheryl is a recognised and certified master trainer in NLP Cheryl has worked with organisations such as The Australian Federal Police, Ericsson Global, and Independent Commission against Corruption, The Australian Institute of Sport - *Elite Athletes Program* guiding them to reach their full potential.

**“It’s not what people say its what they don’t say”**

At last a practical conflict management program that works.... thank you Cheryl. As you know my staff deal with extraordinary conflict. This is a wonderful program for anyone who deals with people

**Brett Swale**  
**Senior Manager**  
**ACT Road User Services**

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