

"It's the people that make
the difference"

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



Program Overview

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.

Would you like to manage stress easily and effortlessly?

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. Manage your mind for focus, confidence and self control
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.

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

Program Methodology

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Cheryl Gilroy

Cheryl is a recognised and certified master trainer. She has worked all over the world with elite athletes, police negotiators, individuals and corporations optimising their performance. Her business *People Dynamics* won the prestigious business of the year award. She is a fun, dynamic and progressive coach, facilitator and mediator. Her strengths and area of expertise lie in developing people to be their best. She holds academic qualifications in Psychology, Human Resource Development and Social Ecology. Cheryl's Masters Thesis was on the utilization of the human brain. Her area of passion is Neuro Semantics and Neuro Linguistic programming.

Cheryl has worked with hundreds of individuals and 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.

What other's say about the program?

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

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

Thanks again, for presenting some 'real' ideas, and some real methods of managing our brains.

Kate Murray
Director
Independent Commission against Corruption

Cheryl has worked in our Elite Athlete program for the past three years. She makes a significant contribution to our athletes in running her "hotheads" and "whole brain" programs. Cheryl is immensely popular with the athletes and coaches alike with her unique, positive and fun approach to learning. In evaluating her programs effectiveness her programs have consistently ranked in the top three.

Jenny Everson
Coordinator Athlete Career and Education Program