

MARSHA PETRIE SUE

Professional Speaker

Executive Coach

Best Selling Author

Decontaminate Toxic People without using weapons or duct tape

Bad apples distract and drag down everyone, and their destructive behaviors, such as anger, laziness and incompetence, are remarkably contagious. According to WorkDoctor.com, workplace bullies can cost companies over \$16 million in turnover and \$8 billion in lost productivity.

Do you and your team need survival tactics for dealing with these difficult people? Decontaminate Toxic People is an interactive program focused on improving communication skills in difficult situations and, with toxic people. Drive better outcomes, reduce conflict and manage the behaviors of backstabbers, know-it-alls, steamrollers, whine & cheesers, needy weenies and zipper lips. Never let difficult behavior suck the life out of you or your group again .

Incredible results.

Manage any issue with tact and poise. Reduce stress, improve confidence, and eliminate the anxiety caused by people who are emotional vampires.

Powerful, fresh ideas.

Everyone deals with difficult behaviors and people at work and at home. Strong skills have to be practiced to manage these situations. Outcome? Reduced turnover and increased profitability. According to Watson Wyatt, shareholder returns for organizations with the most effective communication were 57% higher over the last five years than were returns for companies with less effective communication.

What will be covered?

- Quickly identify the type of difficult behavior you are dealing with.
- Learn to behaviorally speed-read people.
- Close the gap in the generational and gender divide.
- Keys to staying calm in even the most difficult situations.
- Specific language to use in managing conflict, anger and toxic behavior.
- How to give and receive criticism and keep emotions in check.
- Save time by flexing your style rather than trying to change others.
- Techniques on listening more objectively to what others have to say .

Benefits:

Communications will be improved, and conflict reduced.

You will get more done and reduce the stress from anger, arguments and poor relationships.

Client list, biography, video, testimonials, and references available upon request

For information, please contact MarciaSnow@MarshaPetrieSue.com



Marsha Petrie Sue, MBA was an Executive Vice President of Westinghouse Financial Service, American Directory. Her best-selling books include *The Reactor Factor*, *Toxic People*, and *The CEO of YOU*. As a former corporate executive, she applies her extensive leadership background in the speaking industry and as an executive coach. She has worked with the executive teams at Best Western International Hotels, Shell Oil Company, Quest Diagnostics, American Express, major hospitals, world class law firms and more.

"Today's decisions are tomorrow's realities. Remember you have three choices: Take, leave it, or change it."

~ Marsha Petrie Sue

"Your presentation was the most informative class I've been to out of all the Harley-Davidson Dealer Operations Training classes I have been in. I can't thank you enough for your time and knowledge. You opened my eyes."

Mike Gay, General Manager,
Heart of Dixie Harley-Davidson