

# Creative Resolutions:

## How to Avoid the Top 6 Communication Mistakes Safety People Make

*Conflict is like wind. Too much causes damage to people and property. Too little and no transformation can occur.*

When talking about health and safety issues have you ever noticed that people's resistance can hinder the whole process? Discover a variety of innovative tools to open people's minds, create buy in—and make your job a whole lot easier. During this engaging, entertaining and interaction session you will discover how to:

- develop habits that prevent unwanted communication breakdowns
- communicate your message in a way that people are open to hearing
- build trust and goodwill
- move from a destructive conflict to a creative resolution
- gain the courage to have those important conversations that change everything

*Experience the joy of making open communication a part of your daily work life.*



### **BIO**

CARLA RIEGER is an expert on creative people solutions. She is the director of The Artistry of Change, an organizational development firm since 1991. She has written several books on communication, change management and innovation at work. In addition, she has over 10 years experience in the performing arts—specifically comedy. As a frequent speaker and trainer before many audiences internationally in government, hospitality, finance, insurance and healthcare, Carla helps them communicate with confidence and ease.

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## Here's what people are saying:

*Carla is a great presenter, and a wonderful model of what she teaches. A must for every workplace.*

- Geoff Williams, Retail Sales Manager, Ikaria

*I laughed so many times! She is one of the best speakers I have ever seen.*

- Nirmal Sidhu, Mortgage Banker

*The feedback we received from our Team Leaders was that it was both practical AND entertaining, which you don't often get in one speaker.*

- Mike Stortz, Training Specialist, Employee Development, Overwaitea Food Group

*Carla is a glowing example of the principles she teaches around open communication. Plus, I learned tips I now use every day.*

- Bob McCandless, Manager, Gaia Gardens

*This presentation is especially effective for any group having stress around interpersonal communication - a great way to pull people together again.*

- Jennifer Murphy, Sales Manager, BAE Systems

## Partial Client List:

|   |  |
|---|--|
| ASTTBC  | International Society for Performance Improvement    |
| Canadian Institute of Health Information      | Canadian Institute of Mortgage Brokers               |
| Capital Health - Edmonton                     | Canadian Institute of Financial Planners             |
| Doctor's Eyecare Network                      | Southern Ute Growth Fun                              |
| Canadian Assoc. of Rehabilitation Centres     | ICBC   |
| Royal Alexandra Hospital                      | BCIT   |
| Health Records Association Conference         | Westward Financial                                   |
| Health Work & Wellness Conference             | Laboratory Medicine - Vancouver Coastal Health       |
| Society for Human Resources Management        | Dept of Pediatrics - UBC                             |
| Human Resources Association of BC             | International Assoc. of Administrative Professionals |
| Internal Revenue Service                      | International Assoc. of Performance Improvement      |
| BAE Systems                                   | Queen's University                                   |
| Sonesta Resorts                               | MacEwan College                                      |
| HUB Financial                                 | SIAST  |
| Canadian Association of Principals            | Public Works & Gov Services Canada                   |
| International Virtual Assistants' Association |  |
| GenoLogics Life Sciences Software             |  |
| Building Officials' Association of BC         |  |
| City of Port Coquitlam                        |  |



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## **To Whom It May Concern**

Carla Rieger was both the keynote speaker and led a breakout session for the BCIT School of Transportation Professional Development Day. The feedback was excellent and continues to be so.

Her opening session on **Managing Change with a Sense of Humor** set a very positive and uplifting tone for the day. Carla got people laughing and thinking about the importance of choosing your attitude to maintain your vitality.

During the breakout session on **Creative Resolutions**, participants came away with practical tools they can use to turn around negative work situations, and find new ways of operating that have win-win outcomes.

Comments from the participants included the following:

*"This program changed how I analyzed conflicts."*

*"I received excellent proactive tools that I can use right away."*

*"A very inspiring session -- Carla kept my interest and attention, using her humor, stories and concrete tools that can be easily applied to many situations-- at work or at home."*

I would recommend her presentations for any college or technical institute that wants powerful outcomes from their Pro D Day.

Sincerely,  
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