



PAUL'S MOST POPULAR TOPICS

The Art of Responding, Not Reacting

When we "react," we aren't actually present to what's really happening. It's as if we're on auto pilot, and in some ways - we are. This training uncovers the difference between Responding and Reacting, and not only shows why we do that sometimes, it provides ways for you to get out of Reactivity mode and Respond the way you wish you had.

Verbal DeEscalation and Self Trigger Identification

In the challenging times we find ourselves in, this training is more important than ever. Participants learn how to identify conflict earlier and support people through challenging situations. They discover how to help them shift out of their anger, and they identify personal triggers within themselves and manage them during the conflict. They learn how to stay "separate" from what's happening, develop skills to not "engage" in arguments, and to not take what happened personally!

All topics available as keynotes, breakouts and trainings.

Helping Challenging Customers

Participants in this training learn how to distinguish between someone that is a "challenging" customer and someone who is "perceived" as "challenging" because of misperception issues, stereotypes or cultural differences. Participants will identify their own definitions of conflict, determine what makes a customer difficult for them and discover how their own past experiences may influence the present. This creates a win for everyone!

Manager only training available on all topics.

Oops, I Forgot Reclaiming the power and passion of why you signed up!

Remember the joy you had when you first started your career? The real reason you decided to do what you do? The feeling in your heart when you knew you were on the right track? Let's find it again, rekindle it and get things back on track.

All trainings also available in series or several day formats.

Keeping the Fire Burning / Rekindling the Fire

Let's dig a bit deeper and keep it going! We'll remove more of the obstacles that get in your way and provide you with long term, active steps to keeping the joy. Receive custom answers to your burning concerns. This is a customized workshop, tailored towards your specific needs.

Okay, Now What!? (Keynote)

Positive Leadership in a Climate of Change. Paul shares easy and effective tools to take all your skills, old and new, and lead in the real world. You'll discover how to not let others influence your passion and drive. You'll learn how to stay focused on what you want, remember who you are and create the positive changes you want!

Alleviating Compassion Fatigue and Burnout

In these times, it's easy to become overwhelmed with your job and burn out. Paul shares ways of changing your perspective, managing time and getting you – and/or your staff – back on track.

"Paul's presentation style is truthful and uplifting. I valued learning how to think about my own triggers so that I can focus on the positive.

I also learned how employees have to change from within themselves. I plan to focus on employees positive strengths".

Sabrina Miller
Site Supervisor
Yakama Nation Head Start

"As chairperson for the Education Committee I would like to thank you for your wonderful presentation for the Franciscan Hospice & Palliative Care.

Review of the evaluations was very positive. Here are a few quotes:

'I realize that the only thing that is constant is change.'

'I appreciated the tools. They are useful for life and work and they connect to the human experience.'

Thank you for your insights, your enthusiasm and your caring that comes alive in your presentation."

Pam Ketzner, RN, MN,
CHPN
Franciscan Hospice &
Palliative Care
Nursing Educator

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"His presentation is not a lecture; you are actively involved in what you are learning!"

I appreciated the tips for time consistency and tools to change things that aren't working."

Samantha Arndt

"I loved Paul's speaking style. The training was informative and helpful. I learned tools for my life... I'm not so overwhelmed."

Jonelle Held
Preschool Teacher
NW Center Child Develop.

"He kept the presentation interesting and fun. I valued really sitting down and figuring out the true meaning behind gossip."

Latisha Adams

"Paul's presentation was great; his humor added to it. I usually don't speak up during trainings and I felt comfortable enough to."

Christel Pither
Teacher
Center Elementary

"I liked that it was interactive and demonstrated real life situations. I learned how to deal with students, staff and parents... as well as situations at home. I now have tools to be more compassionate."

Gretchen Guhlke

"I valued every single aspect of the training. Paul's style is excellent! I liked how he models the whole process."

Robin Pratt
Teacher
Auburn School District

The Importance of Self Care

Are you stressed out? Learn that it's okay to take time for yourself. Find effective ways to reduce stress, get more done and increase the joy in your life. Learn how to not take other people's challenges, emotions or reactions personally and create more space for you!

Gossip Prevention

This focused training teaches your staff and management effective tools to eradicate this malicious problem. Participants learn the real definition of gossip, why people choose it and are given positive ways of communicating. They leave with tried and true skills to prevent gossip and avoid the trap in the first place.

Effective Teamwork and Inclusion

Paul shows the importance of teamwork and the inclusion of other people's ideas and beliefs. Paul shares concrete ways to improve teamwork in your workplace. He shows ways to support others to "count themselves in", and you'll discover the harm exclusion can do. You'll also see the benefit to the individual, and the group, of including other people's ideas.

The Big Picture is Amazing

Attendees discover how to remember the big picture amidst day to day problems. They receive tools to put things in perspective and make the "challenges" they're facing seem easier. This is great for groups dealing with change, where morale is a problem, or your staff is getting caught up in things that aren't working.

Compassionate Classrooms

Put the fun back in your day! Learn effective strategies to help you not get caught up in the "trauma and drama" some of your students experience. Receive effective tools to stay detached, help them achieve their dreams and make your teaching day more productive.

The Drama Triangle

The trap, and the solutions. Learn the three different positions on the Drama Triangle and see how they try to stir things up! Receive insights as to why people make this choice, ways to prevent it and skills to not get involved in the first place!

Structure! Who Needs Structure?

Paul helps kids and adults look at the importance of structure and ground rules and why it's crucial for them to be applied consistently. He illustrates various approaches and shows how internal drivers set up obstacles to receiving and applying structure. He also shares how to create loving structure that's appropriate for any situation.

All trainings are customized to fit your own, unique needs.

Helping you and your team get the changes you want!

It truly is...What would serve you and your team the best!

Other Topics Include:

- Compassionate Parenting
- Bullying Prevention
- Secrets to Improving Customer Service Skills
- Mastering Job Stress
- Change Management
- Navigating in a Political/Challenging Environment
- Work Life Balance

Do call if you don't see a topic you'd like to have!

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