



# PAUL'S MOST POPULAR TOPICS

PRE-APPROVED VIA MASTER CONTRACT WITH  
WASHINGTON STATE DEPARTMENT OF PERSONNEL

All trainings are available to everyone!

*"I was so blown away by the first workshop I attended by Paul that I brought him back for a second session with my new staff on Conflict Resolution. I enthusiastically recommend his inspiring workshops to any group or person who seeks both professional and personal growth!"*

Hollie Sanders  
Child Care Center Manager  
Renton Technical College

*"Before this training I was TERRIBLY FRUSTRATED at work. Now I am more focused on the things I can really change. Thank you for enriching both me, and through the practice of these methods, my staff."*

Roberta Haegele  
Customer Service  
City of Tacoma

*"I really valued the practice of the tools we learned. Being put into that position really brought the point home."*

*"Great information to take back to the workplace!"*

Training Participants

*"Paul is a great facilitator with lots of good information."*

Maylin Clark  
Pierce County

## Emotional Intelligence.

In this training you'll learn how to develop self awareness and use this to build and maintain effective relationships. You'll discover how to not get so caught up in misunderstandings, how to rethink assumptions and understand different perspectives. You will be able to enhance relationships, create a positive influence in your workplace and produce the results you want.

## Interpersonal Communication Skills – 1 day.

This training will help you build positive relationships and improve your organization's effectiveness. You'll also master new communication skills, uncover and move through barriers to positive communication and be able to handle difficult situations more effectively.

## Interpersonal Communication Skills – 2 day.

You'll learn how to communicate with others in a way that supports your own communication style. You'll increase your proficiency in sharing and listening to others and handle face to face contacts more effectively. Results include improved workgroup cohesion, increased productivity and greater customer satisfaction.

## Interpersonal Conflict Management.

Discover successful methods of identifying the causes of conflict and learn tools to resolve conflicts in a positive manner. See how communication patterns, attitudes and values impact conflict and apply effective communication skills to reduce the negative effects.

STARS available at all WA trainings.

## Mastering Change.

Change happens in every organization and can lead to positive, or negative results. Participants in this course discover what the different responses are to change. You'll see how you can actually choose your response rather than be a victim to the situation. Also, learn the indicators of people having difficulty with change and gain new skills in how to maximize their positive potential instead.

Member



**Paul Figueroa**

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*"Paul's style is full of insight. Thanks to the workshop I'll be more positive and proactive in dealing with conflicts."*

Brian Walsh  
WA Dept of Ecology

*"We brought Paul in to do two separate trainings for our staff and his presentations were GREAT!"*

*Numerous staff complimented me on bringing him in and suggested everyone in the agency go through this training. They also appreciated that he helped them adapt the tools to their own life as well as any challenges at work.*

*I know Peace Enforcement LLC and Paul will exceed your expectations and help you with staff's training needs."*

Tamara Barrat, PHR  
Human Resources Manager  
HOPELINK

*"I liked that Paul is very open, positive and used interactive exercises.*

*Thanks to this workshop I learned to identify and redirect destructive thought patterns!"*

Walter DuCharm  
WA Dept. of Natural  
Resources

*"Paul was great. His content and delivery was excellent!!"*

Al Juarez  
City of Bonney Lake

*"It was great working with Paul and we are looking forward to our next collaboration, soon."*

Mandy Neo  
Key Media  
HR Summit Singapore

## **Assertive Communication.**

You'll discover how communication is the fabric of creating a more productive, cohesive and team based work environment. In this training, you'll learn how to present your message in a positive manner and enhance your abilities to communicate to managers, supervisors, co-workers, employees and the public.

## **Language of Leadership - Part 1.**

**Enhancing Your Leadership Potential.** During this course you will discover the importance of positive communication. You'll develop skills in using positive speech in your work place to inspire, motivate and create the changes you want, empowering others along the way.

## **Language of Leadership - Part 2.**

**What Leaders Talk About.** Successful leaders are able to engage, inspire and motivate their staff. This course will help you learn and refine your skills to do just that. Learn tools to stay optimistic in the face of adversity, cultivate and develop organizational values, and create a detailed vision of where you'd like to go.

## **Building Confidence, Competence, & Credibility.**

You'll learn effective techniques to create the changes you want and increase your self confidence, capability and as such – your credibility. You will discover new skills in communication, conflict resolution / prevention and setting and achieving your goals. Discover how to look at "mistakes" in a new way and how focusing on what works, and amplifying these things, achieves dramatic - positive results. Also, you'll learn how to be more comfortable with trying new things, accepting change and taking on new challenges.

## **Success Habits.**

Successful people create and sustain positive habits. These habits help them work through various challenges that present themselves. Participants will learn the strategies to creating personal success habits and develop skills to work through day to day obstacles that present themselves. You will discover ways to focus your thinking that maximizes "Positive Problem Solving" and discover how the person with the most control over this is you. You'll learn how the big picture is often the best way of looking at things and develop tools to help you stay focused there when you need.

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