

Our trainings can change your life! There is no going back once you understand the amazing power of listening. We provide a good amount of information and "ah-ha!" moments in our fun, relatable, and - if you like - highly tailored programs.

A SAMPLING of our offerings:



Trainings, Talks and Edutainment

(these programs can range from 1 hour to 8 hours)

- Conflict Resolution Skills - Insurance Industry
- Extreme Listening
- Dealing with Difficult Customers
- Difficult Conversations: When There's Business in The Family and Family in the Business
- Sandwich Generation - Conflict with Your Children and Your Parents at the Same Time
- Marketing for Mediators

Role Plays and Demonstrations:

- Prom Night (Role play demonstration of conflict between teenager and her mother)
- Holiday Travels (Two-part demonstration of the right way and the wrong way to handle the same sensitive call between adult son and his mother)
- Doctor's Office (Two-part demonstration of the right way and the wrong way for the medical receptionist to handle a caregiver's worried telephone call)
- Disability Claim Rep's Call (Audience role play used to practice skills learned in training. The claim has different outcomes based on the listening skills practiced).
- The Reilly Family (Demonstrates conflict styles)
- Miller Family (Sample mediation - family in crisis)
- Extreme Listening Exercise