

# Annual Project Conference

## La Crosse/Rochester PMI Chapter

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### ***Staying Sane On the Job: Conquering Workplace Frustration***

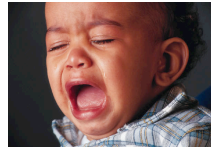
***Speaker: Greta Grosch***

***Friday, March 9, 2018***

***9:30 – 10:45am***

#### **WHAT IS STRESS?**

The **confusion** created when our mind overrides our body's urge to **CHOK** **THE LIVING DAYLIGHTS** out of some jerk who desperately deserves it.



Whether or not stress kills, it CAN make you want to do serious damage. And dealing with PEOPLE is one of life's greatest stress factors – in the office, on the phone, in the next cubicle – customers, clients and co-workers can tax the patience of even the most generous soul. How do you deal with the customer who thinks they know more than you, and how do you *politely* tell your nosey co-worker to mind her own business?

***“It is not stress that kills us, it is our reaction to it.” - Hans Selye***

In this workshop, attendees take a lighthearted look at the frustrations they face daily in their office environment, and discuss some techniques for coping.

Unfortunately your co-workers, your family, and your difficult customers aren't going anywhere. You have to learn to live with them, try to love them and, if that doesn't work, figure out a way to at least **STAY SANE**.

**OFFICE ETIQUETTE**  
**COMMUNICATION**  
**CONFLICT RESOLUTION**  
**LEADERSHIP**

#### **A. OFFICE ETIQUETTE**

**How to stop others from doing what you DON'T want.**

Boundaries of Appropriate Behavior.

Creating an atmosphere where we can minimize the creation of conflict.

#### **B. COMMUNICATION**

**How to Say and Get what YOU want.**

Effective Listening

Logic Groove

Verbal vs Non-verbal communication

Purposeful vs Expressive Language

Language from the Center

Language from the Edge

## C. CONFLICT RESOLUTION

### How to figure out what you BOTH want.

Fight vs. Flight  
Bargaining  
Authority  
Triangle Talk  
Sherman tanks  
Sniper  
Complainer  
Clam  
Super agreeable  
Know it all  
Staler

## D. LEADERSHIP

### Getting someone to do what you want because THEY want to do it.

Leadership vs. Management.  
Leaders need followers.  
Positional Vs Recognized Leadership

## ABOUT THE SPEAKER



### **Greta Grosch**

Website: [gretagrosch.com](http://gretagrosch.com)  
Phone: 651/293-9770

A performer, trainer and writer, Greta Grosch has a wealth of experience in both commercial and business theatre and manages to find a humorous way to get your message across. Over the past 20 years, she has created educational and entertaining programming (ranging from training seminars to company parties) for numerous organizations across the country, has appeared in dozens of television and radio commercials, and has traveled extensively as a motivational speaker and meeting facilitator. Greta is also a playwright, head writer for the Medora Musical, a staff writer for numerous Awards Show, and has worked as a contributing writer for a variety of corporate training projects, including for L'Oreal/Matrix, LP Professional and McDonalds.

Often working with a team of actor/improvisers, also highly experienced in the art of corporate training, her series of interactive seminars are both entertaining and educational.

### **Past Workshop Titles Include:**

#### STAYING SANE ON THE JOB:

Conquering Workplace Frustration

#### LEADERSHIP AND THE PETER PAN PRINCIPLE:

Inspiring Others to Jump

#### DON'T NEGATE, CREATE:

Innovative Thinking and the Archie Bunker Effect

#### I'M SORRY, WHAT?

An Exercise in Active Listening

### **ADDITIONAL WORKSHOPS:**

Conflict Resolution, Success and Goal Setting,  
Retailing and Impulse Marketing, Office Etiquette,  
Communication, Cultural Diversity,  
Customer Service, Creativity,  
Accountable Leadership

*Additional Workshops created upon request.*