

# Ken Warren

## Australia's Leading Speaker on People Management Skills



Difficult people at work come in all shapes and sizes - co-workers who are negative or underperforming, managers who are controlling or unsupportive, and clients who are demanding or resistant to change.

Ken Warren BA, M Soc Sc, CSP is an expert on Human Behaviour. With his engaging interactive and positive presentations, Ken has shown thousands how to ...

- ✓ Turn difficult people around and bring out their best
- ✓ Build strong, productive teams and a happy workplace
- ✓ Work more effectively in a helping role

Ken is no ivory-tower theorist. He draws on 25 years hands-on experience managing his own teams in the government, community and business sectors; mentoring helping professionals and team leaders; and counselling co-workers in conflict and individuals with challenging behaviour.

Ken is recognised as a Certified Speaking Professional (CSP), the highest level of accreditation for speaker's internationally. It is your guarantee of professionalism and experience.

Ken speaks at workplaces and conferences throughout Australia. You will enjoy his openness, his interactive style, and find his ideas easy to put into practice.



Ken is a great speaker for your next conference, association meeting, or in-house training day.

**Book Ken now by ...**

**mobile:** 0406 402 800

**email:** [ken@positivepeoplesolutions.com.au](mailto:ken@positivepeoplesolutions.com.au)

**web:** [www.positivepeoplesolutions.com.au](http://www.positivepeoplesolutions.com.au)

### What people are saying ...

**"A really down to earth, practical, and sensible approach to improving the minefield of workplace relationships. All high-stress workplaces would benefit from such constructive and functional advice."**

*Jackie Shapiro, Practice Department,  
Law Society of NSW, Sydney*

**"The information gained through Ken's seminar on teamwork has been priceless. I am now more aware of the 12 steps to strengthening my team and am already seeing the results just 1 week down the track."**

*Cherrine Jocumsen, Regional Director, Qld  
Dept Corrective Services, Mackay*

**"Ken's presentation on bullying was, without doubt, the most useful in providing hands-on strategies."**

*Heather Page, Senior Housemaster,  
Brisbane Boys College*

**"Not only did Ken's presentation help me hone my skills in dealing with difficult patients, the interactive format made for a light-hearted session with plenty of fun."**

*Dr Dan Manahan, Medical Superintendent,  
Stanthorpe Health Services*

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Ken's engaging, fun & practical presentations will create positive people solutions your team can use immediately.

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## Ken's most popular speaking topics

Ken always tailors his presentations to meet the needs of each audience. Here are just a few of the topics he can present at your next conference, association meeting or in-house training day.



### *Workplace Relationships: The Good, the Bad, and the Ugly*

Relationships at work either make or break a workplace. No doubt about it. After this positive presentation, your team will be far better able to enhance relationships both within and between teams, deal well with challenges as they arise, handle difficult conversations in ways where everyone feels respected, and do their part in contributing positively to team morale.



### *Grow Your Team Working with Strengths*

Your workplace is only as strong as the people in leadership. If your line managers are struggling with their people management skills, this will certainly impact on the performance of their team. In this positive program, your senior staff will learn the 12 key leadership strategies they can use to be proactive, build on what they are already doing right, and bring out the best in their teams.



### *De-fusing Explosive Situations: Managing Aggressive Behaviour*

Is your team regularly on the receiving end of rude, demanding or aggressive behaviour? Do your staff help people break problem patterns of conflict and aggression? In this fun and practical presentation, your team will learn proactive measures to prevent aggression from occurring, how to de-fuse the anger of others in three easy steps, respond well to people with unreasonable demands, and more effectively help people to manage their emotions.



### *Engaging and Motivating ...Difficult Clients*

Does your team work with non-voluntary or mandated clients? Do you have clients who don't see any problems with their behaviour while everyone else does? This presentation will help your team engage non-voluntary and resistant clients, improve their clients' level of readiness for change, take advantage of the five reasons people change, and significantly improve outcomes with only minor adjustments to their approach.



### *Becoming Solution-focused ... in Brief Therapy*

Do you want your staff working more effectively, better accessing the strengths of their clients? This approach will help your staff to get the biggest impact from time spent and quickly effect change in problem behaviour. Ken will show your team how easy it is to incorporate strengths-based, brief interventions in their current approach and produce far better outcomes from their work.

## Ken's other popular topics include

- ✓ Difficult Co-workers Made Easy
- ✓ Staying Sane & Successful in Challenging Workplaces
- ✓ Work-life Balance: What You Need to Know Before You Tip Over the Edge
- ✓ Get on Top of Your Workload and Free Up Your Time
- ✓ 'You Want Me to Do What?!' Coping Well with Workplace Change
- ✓ Best Practice Strategies for Managing Challenging Behaviour

