

# Bring out the best in your people!



Ken Warren BA, M Soc Sc, CSP is an expert on People Skills and Human Behaviour.

Through his speaking engagements and coaching programs, Ken has shown thousands how to:

- ✓ Boost Productivity and Build Strong Team Relationships
- ✓ Enhance Staff Resiliency and Well-being
- ✓ Work Well with Difficult Colleagues, Clients and Customers

Ken draws on 28 years experience in counselling as well as managing his own teams in the government, community and business sectors.

Ken is friendly and personable, will engage well with your staff, and provide solutions for your workplace that are positive, powerful and practical.

You will enjoy his stories, his interactive style, and find his ideas easy to put into practice.

With Ken, you can rest assured you will be gaining a quality speaker. He is recognised as a Certified Speaking Professional - a certification achieved by less than 10% of professional speakers.

Ken speaks to audiences large and small throughout Australia. He will deliver for you fun, engaging and customized programs that:

- ✓ Get the results you are wanting
- ✓ Leave the audience feeling great
- ✓ Reflect very positively on your organisation



**Positive  
People  
Solutions**

Ken is a great speaker for your next conference or in-house training day

**Book Ken now**

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

## What people are saying

**"With his unique manner, Ken is among the best presenters we have engaged for our conferences which span 16 years. He has certainly earned our recommendation."**

*Gary Stokes, CEO,  
National Association Rural Student Accommodation, Adelaide*

**"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, Mackay Regional Director,  
Queensland Department of Corrective Services*

**"Ken Warren shines above the rest due to his commitment and dedication to giving the best value in professional development. Our Chamber members had nothing but great things to say about Ken. He really touched the lives of our members here and gave us the tools we needed."**

*Ron Bishop, President, Bundaberg Chamber of Commerce*

**"Thanks Ken for running great PD for my Admin Team. It achieved just the outcomes I was wanting: a positive and fun day that was good for their morale, but also better equipped them to deal with challenges that can arise with parents and staff."** *Chris Greig, Business Manager, Balwyn High School, Melbourne*

# Ken Warren

Ken's interactive, fun & practical presentations will give your people solutions they can use immediately.

[Book Ken now!](#)

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## Ken's most popular speaking topics:



Would you like to boost the morale and performance of your team? Or are they already travelling well and you would like to build on what they are already doing right? If so, you will love this presentation for management and staff of all levels. Your senior staff will feel more confident in their leadership skills. Your team members will be more motivated and satisfied at work. And your workplace will benefit from staff who are fully engaged, doing quality work, and performing at their best.



## *Difficult Co-workers ... Made Easy*

Are you experiencing a difficult relationship with someone at work at present? Or do you simply want to be proactive and minimise problems for the future? In this positive and practical program, you will learn how to work in well with people who are different to you, handle difficult conversations well, influence change with people whose behavior you cannot ignore, and manage well those people who are incapable of change.



## *Enhance Your Resiliency and Improve Your Well-being*

Are you concerned for the morale and well-being of your team? Is your workplace dealing with constant change, high workloads, demanding clients, or other major stressors at work? Or do you simply want to be proactive in taking good care of your people? After this positive presentation, you will be far better able to be less affected by stressors at home and work, cultivate positive attitudes to workplace challenges, and build your resiliency, morale and ability to self-care,



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

Do you sometimes experience rude, demanding, or aggressive behaviour from your clients or customers? Do you want to quickly defuse the strong emotions of others so they can hear what you have to say? In this fun and practical presentation, you will learn how to reduce the likelihood of aggression occurring, calm people who are frustrated or angry, respond well to people making unreasonable demands, and help people resolve conflict and control their behaviour.



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

Do you work in a helping role with mandated or unmotivated clients? Do you want to feel more confident and produce better outcomes from your work? Based on Ken's 28 years of experience and the latest research, you will learn how to engage well with resistant clients, boost people's motivation and ability to move forward, take advantage of the 5 reasons people change, and significantly improve outcomes with only minor adjustments to your approach.

## Ken's other popular programs include

- ✓ Get on Top of Your Workload and Free Up Your Time
- ✓ Work-life Balance: What You Need to Know Before You Tip Over the Edge
- ✓ Advanced Negotiating Skills: Getting to Agreement
- ✓ Attracting and Retaining Quality Staff
- ✓ Becoming Solution-focused in Brief Therapy
- ✓ Customer Service Excellence: What Every Workplace Needs To Know

