

MRPA Virtual Education



How to Stay Cool When Things Heat Up

December 7, 2021 • 12 to 1 p.m.

Jan M. McLaughlin, CSP

Have you noticed? We can't change other people; we can only change ourselves. But, by altering our actions and reactions we CAN influence the responses we receive. Reduce your stress level by learning to coexist with life's difficult people, become less of a target for negative behaviors, take care of yourself – and stay COOL!

Learning Objectives:

- Recognize how your body language and tone of voice can escalate a situation.
- Employ the three keys to active listening—essential to reducing defensiveness.
- Utilize the three Verbal Aikido techniques and stay COOL!



About Jan M. McLaughlin,

Jan was the assistant director at Si View Park and Community Center in North Bend, Washington; earned her WSI in the frigid waters of Beaver Lake; lifeguarded in Lake Washington; taught swimming for the Red Cross; and raced—albeit rather slowly—on a swim team. She had been a teacher, retail manager and actress in television commercials when she established her first business. At the urging of clients, she expanded her focus and founded Your Communication Connection. Today she is a speaker and trainer who offers programs on impression management, customer service, communication and presentation skills. She has earned the professional designation—Certified Speaking Professional. About 12% of the 5,200 members of the International Federation of Professional Speakers have achieved this designation.

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How to Stay Cool When Things Heat Up Registration Form

Registration Deadline: December 1, 2021

Name: _____

Organization: _____

Address: _____

City, State, Zip: _____

Email Address: _____

The online meeting link will be emailed to this email address.

Registration Rate:

- Member: \$25
- Non-Member: \$35

Registration and Payment Method:

- Email registration form to gerhard@mnrpa.org and check requested
- Register and pay online at mnrpa.org

Questions?

Call Bethani at 763.571.1305 x109 or
Email: gerhard@mnrpa.org