

“As a result of Peggy’s ability to assist in breaking down barriers through various activities, many of our colleagues are now communicating more openly and viewing the business from a different perspective. The training Peggy provided to our international management team was well received.”

Windo – Motion II (Magna)

“The meeting was great, motivating, inspiring and offered out sales team challenges to change and improve.”

**Kaman Industrial
Technology**

“Peggy Grall is simply wonderful. She has the ability to inspire and teach. She is a powerhouse who can deliver a unique blend of common sense with best business practices.”

AIMS International

“Peggy has walked me through a very challenging transition... and has given me the tools to step into and own my new roll.”

Southside

Partial Client List

Staples/Business Depot
Magna International
Johnson & Johnson
Seagrams
Bell Canada
Royal LePage
York University
Glaxo SmithKline
Ford – Visteon

“She was very enthusiastic and provided a unique insight on how we can always improve... excellent speaker with a good sense of humor... excellent speaker”

Johnson & Johnson

“Peggy is entertaining, while delivering content that is relevant, timely and valuable to business leaders across industries....she’s one of the best public speakers in North America today”

The HIRE Net Work

CHANGE & CONFLICT SOLUTIONS:

Managing The *Big Fat* Changes At Work

Has your organization decided to make a change? Are you being required to learn new processes or work with new people? Are your customers changing what they want from you? Whether you are *choosing to change*, or being *forced* to make changes...hang on!

In Peggy’s presentations she invites participants to:

- Learn how to leverage the *psychological factors* that influence people transitions
- Recognize and leverage their *Change Style*, and the style of others
- Learn Tips & Techniques that *Change Leaders* use to motivate their employees
- Anticipate and respond to individual & organizational *Resistance*

Who Are These People & Why Are They Driving Me Crazy?

Difficult employees make everyone’s work-life miserable. So, how do you deal with conflict at work in a way that solves the issue and maintains your sanity and the dignity of others at the same time? In this playful look at the serious subject of problem employees you will learn to:

- Debunk the Myths and Misconceptions about conflict in the workplace
- Stand up for yourself and engage a difficult employee in solving the issue
- Learn to quickly settle the question of, 'who's problem is it anyway?' in any dispute
- Distinguish Assertive responses over Aggressive or Passive ones
- Select the appropriate Mode of Handling Conflict in any situation using the Thomas Killman Model

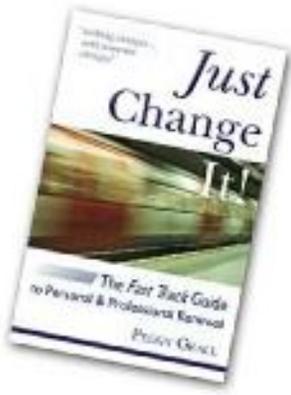


Peggy delights her audiences humour and insight-provoking stories about *real people* and companies with *real challenges*, sharing how they cope and succeed!

Her distinctive background in both **business** and **Human Services** equips her powerfully identify and help her clients address the personal and professional issues affecting a leader or group’s ability to change successfully.

Peggy provides custom, well-researched presentations delivered with an informed and engaging style. Her clients say her non-nonsense delivery style is a great fit for today’s change-shy audiences.

Contact Peggy Grall & Associates, Inc. at 1-866-949-6698
or by email at: p.grall@JustChangeIt.com
www.JustChangeIt.com



Peggy Grall is a Certified Executive Coach and former psychotherapist with 19 years experience in the areas of helping individuals and organizations make significant change. Peggy has demonstrated her ability to assist individuals and organizations to explore and resolve complex personal and group issues, through working with organizations that are navigating mergers, moving facilities and initiating culture changes.

Peggy's believes that the best way to ensure the success of a change is to strategically equip and fiercely support the leaders of the change. Her approach to Change Management begins with assessments of key stakeholders, and the organization as a whole, to determine change readiness. This step is followed by facilitating the development of an organizational Change Map and skill building with those responsible for the change. Peggy mentors and coaches the change leaders through every step of implementing the change.

Peggy has a Bachelor of Arts degree in **Sociology & Anthropology**, from the University of Guelph and is certified in **Employee Relations & HR from Queens University**. She is certified to administer and interpret the DISC and the PCSI, Personal Profile Analysis tools that she uses with her coaching clients and business teams.

She is the past-Editor of Psychologica, the trade magazine of the Association of Mental Health Professionals and the creator and author of: Just Change It, Professionally Speaking, Change Bytes and numerous other articles and CD's.

She is President of the Canadian Association of Professional Speakers Toronto Chapter and in 2004 was nominated for **Business Person of the Year** and nominated again in 2005 for the coveted **Athena Award** recognizing Women in Business.

Leader's Summit™

Transitioning People through Organizational Change

The ability to effectively lead organizational change has become the single most sought-after leadership skill in organizations today. Leaders are experiencing the constant need to lead groups of people through relentless, overlapping change initiatives, all the while maintaining their own sanity and integrity.

Are you are faced with negativity, resistance and dis-engaged employees during a change initiative? Then come spend two jam-packed days with Peggy Grall, the Change Coach™, who has helped hundreds of leaders make the transformation from change-weary to change-savvy.

Discover how you can:

- Focus people on results, not on emotional reactions during the toughest part of any change.
- Develop your own ability to communicate in a way that engenders trust and fosters action.
- Leverage your personal Change Style to get the most from yourself and your staff.
- Stop managing resistance and start engaging people's hearts and minds to achieve the extraordinary!

"Peggy was extensively involved in working with our staff and coaching them through extraordinary challenges... through her interactive ability, we were able to address our challenges and see our team grow"

~Staples/Business Depot

Peggy is proud to be affiliated with the following associations:

