

## About Linda

*Linda's life purpose is to live passionately and to inspire individuals to strive for growth, well-being, spirituality and openness. She loves to write articles and present workshops that inspire others to live the life they so deserve. As The Solution Lady, her vision is to empower individuals to find the solutions they need to connect to their lives so that they can live a more fulfilled and healthy life style. Linda speaks, writes and presents in English and in French.*

## About Sue

*Susan has three passions – teaching, writing and helping others. Her first book "Save Some for me" is her personal story of heartbreak and survival. Today Susan has her own private counselling practice, facilitates a variety of workshops designed to help those who want to experience professional and personal growth.*

## Participants say

*I would recommend Linda's courses to others who deal with the public on a regular basis so they can learn to deal effectively and efficiently with work place stress and difficult persons. The courses are taught in a relaxing and open environment. I highly recommend any course Linda offers.*

*Cathy Gemmill,  
Napier and Thomas Insurance*

*...you always have good advice and your efforts are really appreciated.....Brian, North Bay*

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RIBO Accredited Personal  
Skills and Management Skills  
workshops and Seminars

Personal Coaching/Counselling

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**The Solution Lady**

*Find the Solutions to  
Connect to Your Life*

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## Personal Skills credit

### **Manage Your Stress (7 hours or 3.5 hours)**

Stress is a common factor in our life. Stress is also the most common cause of ill health in our society, probably underlying as many as 70% of all visits to family doctors. This course addresses What stress is, common coping strategies and relaxation techniques. You will be given strategies to manage stress, tips on nutrition and exercise, relaxation techniques and more.

### **What is Wellness? (2 hours)**

This wellness seminar introduces the concepts of wellness and its various domains. It will help you to understand what is truly important to you in order to maintain your health.

### **Personal stress:**

#### **When it follows you to work. (3.5 hours)**

Learn techniques that effectively reduce the stress caused by problems from home. Learn to be helpful without being hurtful and effectively cope with co-workers who bring personal issues to the workplace and in doing so interfere with your work and productivity before it affects the whole office or department.

### **Cold Calling (8 hours)**

Cold Calling is to brokers what stage fright is to actors or presenters. No one likes it yet its remains as one of the broker's tools to get the message out there and to increase sales. This workshop focuses on fears, beliefs and the secrets to Cold Calling.

2 hours of pre-workshop, 4 hours of inclass and 2 hours of post-workshop

### **Dealing with Difficult People (7 hours)**

Solutions for a Positive Work Environment

Almost every organization has people whose personality, attitude, work habits or other characteristics present an occasional or frequent challenge for those around them. This workshop will provide you with practical tools and skills to deal with difficult people whether or not you have sufficient positional authority.

### **Communication Skills for Impact and Influence (8 hours)**

The ability to communicate effectively at work and in life is perhaps the most critical skill for anyone. Those who have demonstrated an ability to effectively communicate are more likely to receive promotions and job offers.

Effective communication allows you to use all the other skills you have to the fullest. Your success in motivating, delegating, organizing, solving problems and obtaining information depends heavily on your ability to communicate with others. At this workshop you'll learn how to influence and inform through the use of real life examples, group discussions, role plays and interactive hands-on exercises.

## Other Services

- Personal Coaching and Counseling

## Management Skills credit

### **Personal Stress 101:**

#### **More baggage than a briefcase (2 hours)**

The focus of this workshop is to help the managers and supervisors to recognize when personal issues from home have become a distraction in the workplace. When conversations around the water cooler become more than simple chit chat as the employees draws their coworkers into their situation it starts taking up valuable work time resulting in lower productivity.

### **Personal Stress 102:**

#### **More baggage than a briefcase (2 hours)**

This seminar is a follow-up from Personal Stress 101 and will cover solutions the manager can take to help the 'stressed' employee.

Workshops will be held in Ottawa , unless prior arrangements have been made for an in-house seminar.

We will gladly refund your fee should you cancel at least two days before the workshop. We will, however keep \$40 as an administration fee.

### **The Solution Lady**

613-695-7400

Email: [linda@thesolutionlady.com](mailto:linda@thesolutionlady.com)

Call us to discuss your training needs.  
We'll gladly offer the seminars in-house.  
We also offer a luncheon series!