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*Training Programs for Managers and Supervisors.  
Customized to Meet the Unique Needs of Your Workplace and/or Industry.*

## **“A Toolkit for Motivating, Leading, and Retaining Employees”**

### **Become better at:**

- Staying calm in the face of criticism/disagreement/perceived attack
- Offering correction/criticism/negative feedback
- Knowing your people as individuals
- Winning their cooperation
- Establishing performance outcomes
- Managing their performance
- Growing your people
- Offering consistent praise, recognition, and acknowledgment

## **“Leading Employees Through Change”**

### **Become better at:**

- Identifying the “soft part” and the “hard part” of leading employees through change
- Understanding the 3-step transition cycle that demystifies the change process for manager and employee alike
- Building resilience in themselves and others to negotiate the fear, negativity, and resistance commonly associated with change
- Consciously developing strategies and techniques to assist employees who must function in ambiguous circumstances for significant periods of time
- Formulating ways to get commitment (buy-in) from employees affected by the change(s)
- Finding humor, using humor, and supporting humor in the process!
- Using transition skills effectively in other parts of their lives, whether the change is externally or internally motivated