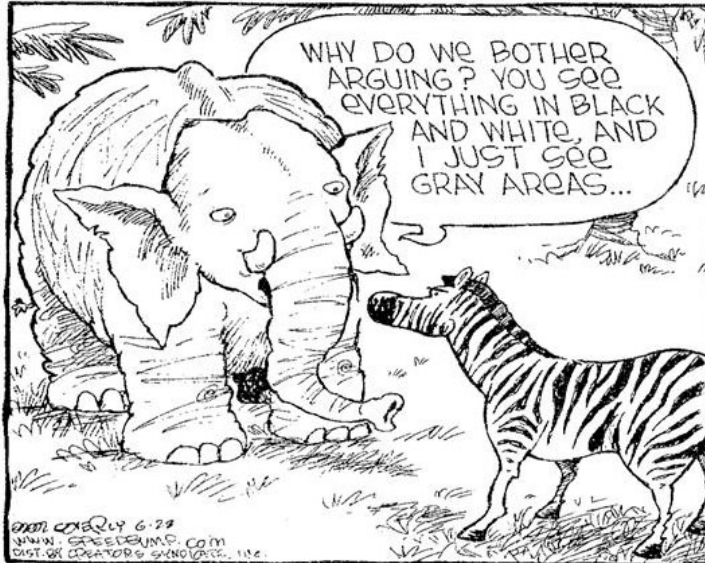




Jan Miller & Associates

SPEED BUMP

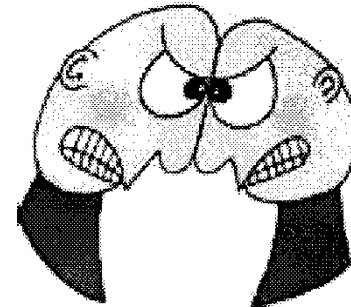


# Maintaining Your Relationships While Saying 'No'

u **W**ould you like to be able to affect people in a positive way and say 'No' without incurring resentment, making enemies or destroying relationships?

# Do you have relationship where

- there is criticism and judgment?
- there is a lot of conflict that goes unresolved?
- it seems impossible to see eye to eye and work collaboratively?
- you keep quiet rather than have to deal with the negativity
- you feel like you can't get people to listen to what you want?
- you can't say 'No' to people?
- you do what you can to avoid saying 'No'?
- you feel irritated when you find



Assertiveness and Aggression  
were NOT identical twins

## This seminar is for you!

Participants will learn to

- Listen without judging - no matter what the topic is
- Describe what they want instead of using evaluative language
- Listen and respond to criticism without defensiveness or irritation
- Express their care and respect for people even though they can't give them what they want
- Express their opinion in a way that allows other people to have their own opinion
- Stand up for what they believe while making room for others to share their differing views
- Welcome conflict as an opportunity and have confidence in their ability to manage the situation compassionately
- Encourage collaborative models of relating
- Have a variety of ways to respond to negative messages and still maintain relationships

# What participants are saying about this program?

“Great Workshop! It really gave me an insight on how to approach things and see different ideas/things from another point of view. Jan’s workshop really gets people thinking. We need more like it.”

*Participant*



“Jan provided services for our company since 1996. Her range of talents includes excellent results in both one to one counselling and as a presenter for the various companies we serve. She combines her creativity, intelligence, and experience to assist people to identify and successfully address their concerns. As a presenter/trainer, her natural humour and ability to think ‘out of the box’ make her one of the most valuable associates in our network.”

*EAP Company*

“Jan is very understanding person and reminds us that there are so many variables that affect people, their thoughts and their actions. We need to be aware and try to accommodate others to the best of our ability without compromising our own beliefs. This was one of the most memorable workshops that I can recall in my 30 plus years in education.”

*Principal, Sakku School Harbour, NU*



“It was useful to learn to think about ‘Right’ and ‘Wrong’ and realize just because someone disagrees with me doesn’t mean I’m wrong or right.”

*Participant*

**J**an Miller is a Trainer and Master Practitioner of Neuro-Linguistic Programming (NLP). She has extensive experience as a Sign Language Interpreter. Jan, is the owner and director of Jan Miller & Associates. Her company has been offering custom–designed trainings to corporations, school boards, hydro plants, public health units, professional associations and ministry departments since 1995.

In 2000 she started offering training sessions for individuals and groups designed to assist people with disabilities in the soft skills necessary to attain and maintain employment. Jan helps people get the results they want

Since 2006, Jan has been providing training to teachers, health care staff and providers in Nunavut.

Jan’s seminars, workshops, and talks are designed to meet the needs of groups or individuals facing challenges of change. Her purpose is to challenge the limits and restrictions we place on our relationships, our careers, and ourselves.



Jan Miller & Associates

310-797 Princess St.  
Kingston, ON  
K7L 1G1

Total Hours 14  
Investment fee \$350. per person  
5–15 participants

To Register or ask for more information:

Phone:613-531-3308  
Fax: 613-531-0410  
Email: millrun@kingston.net  
Website: www.janmiller.com