

Behavior in the Workplace: Why People Click or Conflict — & What to Do About It

Whiners, correctors, pleasers, competitors, bullies — they surround you and hamper your team's effectiveness. Learn the underlying drivers to their behavior, reduce conflicts and gain buy-in faster. As a Certified Personality Trainer, Pam Gilchrist reveals universal personality types and offers "Instant Messages" that dramatically improve team effectiveness.

Using examples from pop-culture and interactive exercises, she strips off masks and helps attendees discover underlying behaviors.

By attending this session you will:

- Improve employee engagement
- Enhance your leadership skills
- Enrich teamwork
- Understand different personal styles
- Learn how to reframe conversations to get results
- Learn what "Instant Message" you can send to put people at ease



Presenter: Pamela Gilchrist, MA, APR, CPT; Chief Strategist

An international award-winning leadership and communications expert, Pamela Gilchrist has led change communications initiatives and served as chief communications consultant for companies ranging from start-ups to Fortune 500s for 25 years. She is well recognized for her executive leadership and business-focused communications that get maximum results.

Pamela increases influencer engagement and embeds strategic communications throughout all facets of organizations to close gaps in understanding. She positions her clients as thought leaders in their industries and advises them on how to quickly adapt to radically changing socioeconomic trends.

Prior to launching her own firm 10 years ago, Pamela led communications programs for two Fortune 500 companies, a prominent regional company, and a Columbus-based advertising/PR agency. She holds an MA from The Ohio State University, a BS from Western Michigan University, and a certificate in personality training through Loyola University in Chicago. She is a member of the Counselors Academy and is accredited (APR) by the Public Relations Society of America (PRSA) where she serves as a delegate for the Cincinnati Chapter. She has also been named one of the top Forty Under 40 leaders by *Cincinnati Business Courier*. Follow her at: www.twitter.com/pamgilchrist or visit www.pamgilchrist.com