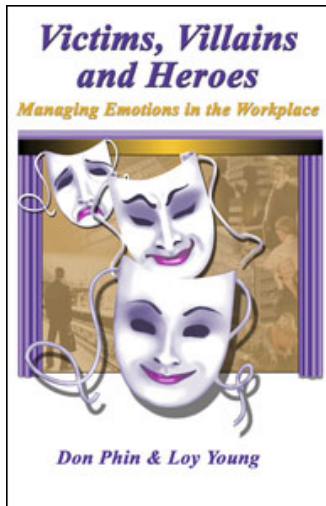


VICTIMS, VILLAINS AND HEROES: Managing Emotions in the Workplace



ENTER STAGE LEFT...

We are all actors in a play, for which the stage is set every day, in every workplace.

Owners, managers, employees, and customers are all part of the constant, swirling emotional drama. A drama we call The Plot, involving Victims, Villains, and Heroes. Rejection, sabotage, miscommunication, overwork with few rewards and lawsuits are all symptoms of The Plot.

If only we knew how to recognize repeated no-win scenarios. If only we knew how to step out of emotional dramas at work!

Based on the book, *VICTIMS, VILLAINS AND HEROES: Managing Emotions in the Workplace*, you will quickly learn powerful techniques to become a hero at work...to yourself and those around you.

WHY ATTEND A *VICTIMS, VILLAINS AND HEROES* WORKSHOP?

- Do you believe the workplace is infected with a victim mentality?
- Have you ever tried to help someone at work, but despite your efforts that person never “gets it?”
- Do you find yourself “owning” other people’s problems? Gotta minute?
- Do you know why workers turn villainous?
- Do you know how to deal with a villain?
- Do you get worn down from playing the hero role at work?
- Are you interested in a powerful reference for avoiding the emotional traps of the workplace?
- Are you a leader looking to build a workforce where the collective energy is spent on productivity instead of emotional nonsense?

If you answered YES to any of these questions then the *VICTIMS, VILLAINS AND HEROES* experience with Don Phin is for you!



Just finished reading *VICTIMS, VILLAINS AND HEROES: Managing Emotions in the Workplace* and I need to tell you that you are right on the money! If business America would only read this book, we would have fewer problems in the workplace. Your insight cannot help but ease the problems that individuals have, not only in the workplace, but also in their personal lives.

- Ken Varga, President
Professional Buyers Guild

Excellent...excellent...I have just finished reading the new book *VICTIMS, VILLAINS AND HEROES*...congratulations to both Loy and Don!! I'm going to recommend it to all my clients.

- Rene Schultz, Business Consultant
Schultz Associates

I found Don's unique approach of combining practical advice and time-tested theory with a trace of spirituality to be engaging and refreshing. I highly recommend *VICTIMS, VILLAINS AND HEROES* to anyone in a position to inspire, motivate and lead.

- Darcy Kelly
Weight Management Systems

VICTIMS, VILLAINS AND HEROES: Managing Emotions in the Workplace has contributed a valuable piece to my education in relationships, which are the core of my business (and yours!) My effectiveness as a speaker, trainer, and consultant has increased with this knowledge. I am becoming a much wiser woman! Much gratitude.

- Bobbie Jones, Trainer and Consultant for
IBM, Advanced Microdevices, Samsung and many US clients

I just want to write a quick note of thanks. I can't tell you enough how going to your seminar last week has impacted my life. The ideas you talked about, I have been repeating on a regular daily basis. I have drawn the blame/justify/line/responsibility picture four or five times to great effect. The 80/20/40 image of managing energy has been particularly useful personally. And last but definitely not least, the parallels of using your ideas in my home life has been amazing! Without going into all the details, let's just say that my husband and I have actually been really communicating since the Friday seminar!

- Anne Dor, Co-Founder
RM Automation Systems Knowledge Acquisition, Assessment and
Automated Verification

