

NEGOTIATION SPEAKER

LINDA SWINDLING, JD, CSP

Positively Negotiate Work Drama

How to Stop Complainers & Energy Drainers to Get More Done

Constant complainers take up resources, time, and mental bandwidth in the workplace. When you change a culture of complainers to one of contributors, you boost morale, increase productivity, and promote effective communication. In short, you get more done with less drama. In this presentation, workplace communication expert Linda Swindling shares her expertise in negotiating tough situations at work and in life. Discover how to positively influence others to accomplish your purpose. Understand the reasons why people are creating drama so that you can diffuse conflicts and address problems productively. Linda uses scenarios, engaging questions, and original research to provide strategies that can be implemented immediately.

After attending, participants leave with strategies to:

- Identify and negotiate with specific types of energy drainers and complainers;
- Implement the #1 way to stop a *Whiner*;
- Maintain control of destructive conversations;
- Communicate powerfully with difficult people, including the *Toxics*;
- Self-assess to determine when you can be a *Complainer* and how to stop it;
- Learn concrete phrases to turn constant *Complainers* into productive *Contributors*; and
- Address disagreements successfully so everyone can get back to work.

IDEAL AUDIENCE: For anyone who leads people, including project leaders, mid-level managers, and senior executives. Specific audiences have included: sales teams; governmental departments; professionals such as lawyers, doctors, financial advisors, and accountants; insurance and tech companies; women's groups; associations; and more. Linda offers a version of this talk for all employees as well.

FORMAT OPTIONS: 45-60 minute keynote; or half-day to full-day workshop.



Linda Swindling, JD, CSP

Negotiation speaker and author Linda Swindling, JD, CSP, empowers leaders to negotiate everything from big deals to workplace drama using proven strategies that drive results without driving others away.

Linda learned first-hand how to negotiate results from her experiences in the courtroom and the boardroom. During her 10 years practicing law, Linda became a partner, successfully negotiated several million dollar deals, and resolved cases that “couldn’t be settled.” She also served as a respected mediator in the Dallas/Fort Worth legal community. In addition to her legal training, Linda received advanced negotiation training

through the Attorney-Mediators Institute, Harvard Law School’s Program on Negotiation, and The University of Houston’s A.A. White Dispute Resolution Center. A Board Certified Coach, Linda was selected through a competitive process to be a Chair with Vistage, the world’s largest CEO development organization. For five years, her role as a Chair included facilitating peer groups as well as coaching and advising CEOs and key executives.

Linda is an engaging keynote speaker who delivers take-home strategies which work in the real work environment. Her material is innovative, based on original research and gained from more than two decades of experience. You won’t hear anecdotal or intangible theories based on books she read. Instead, you get strategies that produce breakthrough outcomes and lasting results. Linda’s past clients include Ericsson, Pepsico, Marriott, Texas Instruments, and more.

Linda is the author/co-author of more than 20 books, including her best-selling *Ask Outrageously! The Secret to Getting What You Really Want* and *Stop Complainers and Energy Drainers: How to Negotiate Work Drama to Get More Done*. She is a frequent media guest and a TEDx speaker.

What Others Are Saying About Linda...

“Wow! I thoroughly enjoyed Linda’s awesome, entertaining, humorous, and valuable presentation. Her energy, the information and resources she shared, and her enthusiastic encouragement continues to inspire.”

— **University of California, Berkeley**

“Linda was absolutely fantastic.”

— **Four Seasons Hotels and Resorts**

“Linda, the evaluations you received from our audience last week are superior! If all presenters were as professional as you, our jobs would be so much easier.”

— **International Association for Exhibition & Events (IAEE)**