

Just in case you haven't noticed, dealing with people can be tricky. While most simply get on and do their work, some don't. While most willingly help out and lend a hand, some have to be asked. While most abide by policies and 'do the right thing', some don't.

On top of that, let's not forget that sometimes people simply slip up; after all, they're only human. And of course, different people simply have different ways of doing things; they're not necessarily right or wrong but they're certainly different.

But in any case, the result can be conflict, stress and low morale. It can be tension, poor teamwork and poor productivity. And it can make the business look bad.

So this is where Mark McPherson can help. Mark's spent over 40 years helping people create workplaces which are respectful as well as efficient, effective and productive. Where morale and job satisfaction are high. And where people work in harmony, get on with others and work as a team.

Mark's a speaker, trainer, coach and author and helps CEOs, managers, team leaders, business owners and members of the school executive:

Help people put their best foot forward

What we want is a workplace where people are productive and respectful. A place where people interact and communicate in the best possible way. But for some, it doesn't come naturally. Mark can show you how to create an environment where people work together in harmony and always put their best foot forward.

Master Tough Conversations

Some conversations are tough. Like those where we need to lay down the law; those where we need to handle someone who keeps interrupting; those where we need to deliver bad news; and those where we need to raise a sensitive issue. Not only can Mark help you master them but he can show you how to get the best possible result for all concerned.

Deal with Difficult People

Unfortunately, we sometimes have to deal with bad behaviour and deal with difficult people. But much of the advice available is too general and in some cases, simply not going to work. Mark's been there and done it as they say. He knows what works and what doesn't, so he's put together a set of strategies for you which are straightforward, practical and down-to-earth.

About Mark

Mark's worked on the frontline and behind the scenes. He's been a: taxi driver; tourist guide; high school teacher; lecturer in health education; senior education officer (Family Planning Association; Drug and Alcohol Studies, TAFE; the Board of Studies; and Health); manager and team leader (NSW Health and Police); and independent researcher and consultant. His formal qualifications are: MEd, BSc, GradDipEd, GradDipHealth, GradDipPsy & DipHyp.

Contact Mark

Mark's a speaker, trainer and coach.

If you'd like to talk to him about how he can help, it's easy. Just go to the contact page of his website:

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