

SUSAN GUZZETTA

PROFESSIONAL SPEAKERS FOR ALL OCCASIONS



SARITA MAYBIN

WORK TOGETHER BETTER

Sarita Maybin is a high energy speaker whose audiences have fun learning how to stay positive, constructively confront tough communication situations and work together better. Her interactive presentations provide real-life solutions and inspire positive action!

Since 1993, Sarita has spoken at conferences and companies in almost all 50 states, Canada, England, Hong Kong, Singapore, Malaysia, Mexico and Iceland. Her clients include NASA, Nokia, Hewlett Packard, Kaiser Permanente, LA County, WD-40 and the Las Vegas Convention Center among others.

Sarita is a former university administrator with a Masters degree in Counseling, a Toastmasters Humorous Speech Contest winner and a National Speakers Association chapter past president.

Sarita has been interviewed by San Diego area Fox News and ABC news, the Tavis Smiley Radio Show and multiple print publications about her book entitled *If You Can't Say Something Nice, What Do You Say?: Practical Solutions for Working Together Better*.

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TOPICS

IF YOU CAN'T SAY SOMETHING NICE, WHAT DO YOU SAY?:

Practical solutions for working together better

We've all been told "If you can't say something nice, don't say anything at all." This high energy presentation based on Sarita's new book by the same title provides practical approaches and actual phrases for those times when you need to tactfully clue someone in, deflect the negative comment of a well-meaning friend, or let a coworker know what he or she is doing drives you crazy -- without destroying the relationship. Learn how to deal with communication drama at work and at home -- even when you'd rather not say anything at all.

This workshop will provide answers to such questions as:

- How do I know if I should confront a situation or just let it go?
- How can I tactfully refuse unreasonable demands made by coworkers or friends?
- How can I soften the sting when giving negative feedback or bad news?
- What should I do if someone asks my opinion and I have nothing good to say?
- How do I tell my boss a thing or two without appearing ugly or insubordinate?
- What's the best way to respond to nasty comments like "that's a dumb idea," "I knew you couldn't do it" or "what were you thinking?"

HOW TO GET MORE DONE WITH LESS STRESS

- How to do "more with less" - a proven four part strategy
- 50 clues that you are on stress overload and what to do about it
- How to change the five habits that cause stress
- Find out the one most important key to reducing stress
- Strategies for responding to stress that is beyond your control

TOTAL TEAMWORK

- Fun, interactive team simulation activity reveals the roles that team members play
- Team Assessment: Find out how well your team is doing
- Learn tools for improved team communication
- How to use the strengths and weaknesses of team members to reach the team's goal
- The most important ingredients in resolving team conflict

HOW TO TURN NEGATIVITY INTO POSSIBILITY ...AT WORK AND BEYOND

- The three P's of Positive Thinking
- Find out--Is the glass half empty or half full?
- Three causes of negativity at work and how to conquer them
- Three clues that you are no longer objective in a challenging interaction
- How to keep the contagious effect of others bad moods from rubbing off on you
- How to respond to whiners, naysayers and others who drain your energy
- One thing you should do every day to stay positive and perform at your peak

COMMUNICATING FOR SUCCESS

- How to communicate in a way that gains the cooperation of others
- Sarita's Top Ten Positive Communication Phrases
- Communication Do's and Don't's
- 7 ways to overcome listening barriers
- Find out what your body language is really saying
- Find out how to gracefully respond to negative feedback
- Sarita's two "green jello" principles of conflict resolution

HOW TO STAY POSITIVE AND FOCUSED IN UNCERTAIN TIMES

(Alternate title: "Adapting, Succeeding & Thriving in the Workplace")

The ability to stay positive and productive in the face of change and uncertainty is essential for career success. This motivational presentation will provide you with tools for effectively responding to change, handling the stress of multiple priorities and rekindling passion for your work.

Program Highlights include:

- Seven steps for thriving on change
- Twelve workplace motivators...use them to rekindle passion for your work
- Strategies for coping with workplace situations that are beyond your control
- Five ways to rekindle passion for your career
- How to use "resiliency resources" to bounce back from adversity

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TOPICS (continued)

MOVING BEYOND STEREOTYPES

- Find out why stereotypes exist and how they affect our relationships at work and in the community
- Experience a fun and non-threatening group simulation activity that will give you the opportunity to experience stereotyping and its effects first hand
- Gain new insights dealing with “differences” that you can apply in the real-world immediately
- Develop action steps that will allow your team to appreciate diversity and work together better

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CLIENT LIST

CORPORATE CLIENTS

Atlas Van Lines
Abbott Vascular
Cisco Systems
Doral Princess Resort
Downey Savings and Loan
Fairfield Properties
Genentech
Hewlett-Packard
LeTip International
Mission Federal Credit Union
Nokia
Sares-Regis Property Management
Sodexo, Inc.
SUN Microsystems
Toyota
WD-40

GOVERNMENT/AGENCY CLIENTS

Arizona Governmental Training Service
Black Meetings & Tourism Magazine
Butler County, Ohio
City of Carlsbad
Carter Presidential Center
County of San Bernardino
County of San Diego
Kaiser Permanente
Las Vegas Convention and Visitors Authority
Los Angeles County
City of Cincinnati
NASA
National Weather Service
Padre Dam Municipal Water District
Park City Utah Chamber of Commerce
Piedmont Healthcare
Port of San Diego
Sharp Healthcare
SPAWAR/Navy
U.S. Dept of Commerce
USDA Forest Service

EDUCATION CLIENTS

American Association for Women in Community Colleges
California State University
Chapman University
Clemson University
Columbia College of South Carolina
Downey Unified School District
El Camino College
Escondido School District
Golden West College
Headstart
Los Angeles Office of Education
Macalester College
Solana Beach School District
San Ysidro School District
Newport-Mesa School District
University of California
University of Illinois

PROFESSIONAL ASSOCIATION CLIENTS

Affordable Housing Management Association
American Business Women's Association (ABWA)
American Bus Association
American Industrial Hygiene Association
American Society for Directors of Hospital Volunteer Services
Americas Glass Association
Association of Evening & Night Nursing Administrators
California Assessors' Association
California Association of Hospitals & Health Systems
California Association of School Business Officials
California Fire Chiefs Association - Administrative Fire Services
California School Nurses Organization
City & Athletic Club Financial Executives (CACFE)
Club Managers Association of America
Colorado Treasury Management Association
Credit Union Collections Association
Executive Women International
Federally Employed Women's Association
Green Bay Management Women
Idaho Hospital Association
Indiana Construction Industry Conference
International Foundation of Employee Benefit Plans
Hospitality Financial & Technology Professionals (HFTP)
Professional Golfers Association (PGA)
Society of Incentive and Travel Executives (SITE)
Texas Counseling Association

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TESTIMONIALS

"Thank you for empowering our staff with tools and knowledge to help girls grow strong!"

Kelli Ochoa Girl Scouts
San Diego-Imperial Council

"You provided tools and words of wisdom...your delivery was exciting, humorous and direct."

Michael Kile
Hewlett Packard

"As a committee chair, I cannot express enough what a pleasure it was to work with you before the conference. You are extremely organized, know your material and always followed through on anything you committed to do for us."

Dolores Harper
American Association for Women in Community Colleges

"Many attendees commented that your presentation was the highlight of the conference. What a great way to begin the week!"

Linnet Hosek
Hospitality Financial & Technology Professionals

"You equipped the audience with needed skills..."

Jo Ann Larson
NASA

"It's been over a month and the staff is still talking about your dynamic presentation."

Sue Covey
Las Vegas Convention and Visitors Authority

"You effectively invited your audience's participation. They eagerly accepted your invitation."

Kurt Hagel
Downey Savings and Loan