

Christine Hemp

Facilitator Coach Writer Consultant

5445 Kuhn Street, Port Townsend, WA 98368

hempope@christinehemp.com

www.christinehemp.com

(360) 643-3737



Conflict Management/Dealing with Difficult People Two-Day Seminar

Whether on the phone, in person, or in email correspondence, each of us has dealt with a difficult client, employee, or boss. The earmarks of such encounters usually include irritation, abrasive or confusing language, and the overall feeling of powerlessness. Conflicts arise and often escalate. Executive coach, writer, and facilitator **Christine Hemp** will help participants to identify positive and negative verbal and non-verbal behaviors and learn to model one's own behavior to improve even the worst of interactions. Through discussion, role-playing, writing, and attention to language, participants will discover new ways to approach an age-old problem; they will leave the seminar with hope for transforming seemingly impossible situations into something productive and fruitful— both personally and professionally. Each participant will leave with five goals for resolving conflict that reflect their own leadership style.

This two-day seminar will address the following issues:

- the language of reconciliation—both written and spoken
- what it means to “connect” with colleagues and customers
- what professionalism really means
- how to identify difficult behaviors
- sound policy when the heat is on
- safety in the workplace
- self esteem
- negotiating one's own anger and frustration
- the role of common sense
- resolving situations with a win-win mentality

Maximum 15 participants

Christine Hemp has worked with Los Alamos Laboratory scientists, Harvard University students, corporate lawyers, Native American tribes, and police departments as well as diverse commands at the U.S. Navy. Her creative methods and enthusiasm have prompted participants to say, “This is the best training I’ve experienced at the Navy.”

Christine Hemp

Facilitator Coach Writer Consultant

5445 Kuhn Street, Port Townsend, WA 98368
hempope@christinehemp.com
www.christinehemp.com
(360) 643-3737



RESPECT:

What That Means in the Federal Workplace

One-Day Seminar

As Navy culture shifts and a new generation joins the workforce, standards of common courtesy and respect often get lost in the transition. Leadership—both young and seasoned, military and civilian—needs solid practices that cultivate respect from the bottom up and the top down. This seminar will equip leaders with tools and practices that teach and cultivate self-esteem, dignity, and honor.

This one-day seminar will address:

- The Navy Code of Conduct
- The Navy Harassment Policy Manual
- strategies for identifying disrespect in writing and speaking
- practices for improving the climate of courtesy in teams and commands
- problem-solving tools
- goals for each participant

Maximum 15 participants

Christine Hemp has worked with Los Alamos Laboratory scientists, Harvard University students, corporate lawyers, Native American tribes, and police departments as well as diverse commands at the U.S. Navy. Her creative methods and enthusiasm have prompted participants to say, “This is the best training I’ve experienced at the Navy.”

Christine Hemp

Facilitator Coach Writer Consultant

5445 Kuhn Street, Port Townsend, WA 98368
hemp@christinehemp.com
www.christinehemp.com
(360) 643-3737



LEADERSHIP FOR MANAGERS: COACHING/TEAM-BUILDING/FACILITATING

Two-Day Seminar

This two-day course is aimed at leaders who wish to improve their skills in coaching; building a trusting, tight-knit team; and facilitating meetings and groups. This seminar will specifically address:

- COACHING WITH INTENTION

Many leaders do not know the difference between telling someone what to do and real-live coaching. Participants will learn the power of listening and how to encourage their team members to make strong decisions on their own. We will also role play and discover how each of us has a different coaching style.

- PROBLEM-SOLVING IN A TEAM ENVIRONMENT

Problem-solving is a different animal when you're dealing with a group. Whether you're dealing with a personnel difficulty or trying to come to a consensus with a written report, learn to identify, dissect, analyze, and ultimately transform the situation. Through writing techniques, visual experiment, and new approaches to language, watch team dynamics move from discord to harmony.

- FACILITATING GROUPS

Designed to help managers become more dynamic and effective leaders, we will address each participant's strengths and weaknesses. We will examine problem-solving, confidence-building, conflict resolution, and group dynamics. Using writing, role-playing, and interpersonal skill-building, participants will learn to deal with problem behaviors, cultivate power in its positive form, and discover how to be a facilitator who knows how to create trust, maintain authority, communicate well, and shape a group into a cohesive team.

Maximum 15 participants

Christine Hemp has worked with Los Alamos Laboratory scientists, Harvard University students, corporate lawyers, Native American tribes, and police departments as well as diverse commands at the U.S. Navy. Her creative methods and enthusiasm have prompted participants to say, "This is the best training I've experienced at the Navy."

Christine Hemp

Facilitator Coach Writer Consultant

5445 Kuhn Street, Port Townsend, WA 98368

hempope@christinehemp.com

www.christinehemp.com

(360) 643-3737



WOMEN IN POWER: ENGENDERING EXPANDED ROLES IN THE NAVY WORKPLACE

Two-Day Seminar

Women's place in the Navy is changing daily. It is no longer a man's world, but women are still exploring their power, leadership, and areas of expertise. This seminar offers women a chance to examine new roles in the Navy workforce, breaking old barriers and creating fresh perspectives.

This two-day seminar will address the following:

- confidence building
- critical thinking
- career paths women have not often pursued, such as engineering and construction
- strong writing as a tool to leadership and trail-blazing
- one-on-one communication
- role playing
- listening skills
- leadership tactics
- self-awareness

Maximum 15 participants

Christine Hemp has worked with Los Alamos Laboratory scientists, Harvard University students, corporate lawyers, Native American tribes, and police departments as well as diverse commands at the U.S. Navy. Her creative methods and enthusiasm have prompted participants to say, "This is the best training I've experienced at the Navy."

Christine Hemp

Facilitator Coach Writer Consultant

5445 Kuhn Street, Port Townsend, WA 98368

hempope@christinehemp.com

www.christinehemp.com

(360) 643-3737



BABY BOOMERS TO MILLENNIALS: Generational Problem-Solving Two-Day Seminar

This seminar will meet head-on the current issue of ageism. As the Navy population ages, values, work standards, and even procedural protocols are often challenged, misinterpreted, or ignored by younger employees— and vice-versa. Through mentoring, writing, team-building exercises and open discussion, participants will find ways to bridge the age gaps and discover simple tools to get the job done—better!

The two-day seminar will address the following:

- communicating across generations
- building teams
- learning to ask the right questions
- mentoring –both ways
- speaking and writing with language that speaks to everyone
- listening with new skill
- strengthening one’s talents to serve a group

Maximum 15 participants

Christine Hemp has worked with Los Alamos Laboratory scientists, Harvard University students, corporate lawyers, Native American tribes, and police departments as well as diverse commands at the U.S. Navy. Her creative methods and enthusiasm have prompted participants to say, “This is the best training I’ve experienced at the Navy.”

Christine Hemp

Facilitator Coach Writer Consultant

5445 Kuhn Street, Port Townsend, WA 98368

hempope@christinehemp.com

www.christinehemp.com

(360) 643-3737



DEALING WITH STRESS IN THEWORKPLACE

One-Day Seminar

Whether you are negotiating contracts, dealing with a difficult colleague, or just trying to cope with the daily demands of email and reports, this day-long adventure will help you find a pool of peace in the middle of what seems like chaos. You will be offered concrete tools to manage lifestyle and job burnout.

This one-day seminar will address:

- the four main types of stress
- strategies for identifying stress
- relaxation techniques
- problem-solving tools
- physical exercises and practices
- goals for each participant

Maximum 15 participants

Christine Hemp has worked with Los Alamos Laboratory scientists, Harvard University students, corporate lawyers, Native American tribes, and police departments as well as diverse commands at the U.S. Navy. Her creative methods and enthusiasm have prompted participants to say, "This is the best training I've experienced at the Navy."

Christine Hemp

Facilitator Coach Writer Consultant

5445 Kuhn Street, Port Townsend, WA 98368

hempope@christinehemp.com

www.christinehemp.com

(360) 643-3737



MANAGING CHANGE IN A DIVERSE WORKFORCE

Two-Day Seminar

As the demographic of Navy employees changes, so must we. Simple tasks like ordering supplies, writing procedures, leading meetings, and even writing emails can be challenging when several languages and cultural traditions are represented. Instead of seeing such challenges as a barrier, however, this seminar will offer new ways to look at diversity. Through role-playing, writing, and team discussion, participants will leave with new tools and new understanding of how diversity actually strengthens relationships and, in turn, the fabric of the Navy.

The two-day seminar will address the following:

- language barriers
- gender issues
- cultural differences
- conflicting values
- communication techniques
- inclusive vs. exclusive behaviors
- writing with tact

Maximum 15 participants

Christine Hemp has worked with Los Alamos Laboratory scientists, Harvard University students, corporate lawyers, Native American tribes, and police departments as well as diverse commands at the U.S. Navy. Her creative methods and enthusiasm have prompted participants to say, "This is the best training I've experienced at the Navy."

Christine Hemp

Facilitator Coach Writer Consultant

5445 Kuhn Street, Port Townsend, WA 98368

hempope@christinehemp.com

www.christinehemp.com

(360) 643-3737



GRAMMAR BRUSH-UP

Two-Day Seminar

Many people lose credibility in emails, reports, and documents because of simple grammatical or mechanical errors. This course is designed to tighten your technical understanding of writing. You will gain confidence in English usage, from the use of the semi-colon to the run-on sentence. Learn why "lie" and "lay" are so confusing; discover (finally!) how to use the comma correctly; and see how using parallel constructions will give your writing punch and clarity. Contrary to popular belief, grammar can be fun. Clear up those pesky problems you haven't studied since you were in school!

This two-day seminar will address the following:

- proper usage
- typical grammatical and mechanical errors
- the fun of knowing what's under the hood of the English language
- grammar in the context of our own writing
- editing for yourself as well as your colleagues
- resources to turn to when you have questions from day to day

Maximum 15 participants

Christine Hemp has worked with Los Alamos Laboratory scientists, Harvard University students, corporate lawyers, Native American tribes, and police departments as well as diverse commands at the U.S. Navy. Her creative methods and enthusiasm have prompted participants to say, "This is the best training I've experienced at the Navy."

Christine Hemp

Facilitator Coach Writer Consultant

5445 Kuhn Street, Port Townsend, WA 98368

hempope@christinehemp.com

www.christinehemp.com

(360) 643-3737



WRITING WITH MUSCLE

Two-Day Seminar

This seminar will introduce you to tools for writing and editing with authority. Whether you are composing a monthly report, editing a colleague's proposal, or dashing off an email, discover how your language can ring with clarity and confidence. Learn how to make the writing process easier and more rewarding – for you and your

colleagues. Find voice and power in the writing you do every day. Leave behind fear, procrastination, and weak language: Move toward writing with muscle.

This two-day seminar will address the following:

- clear intention when writing
- confidence in one's own written voice
- awareness of audience
- facility with simple editing tools
- respect for the recipients of any communication
- assurance that information serves the purpose of the exchange
- realization that communication challenges can actually be transformed into deeper exchange and can be – yes – fun!

Maximum 15 participants

Christine Hemp has worked with Los Alamos Laboratory scientists, Harvard University students, corporate lawyers, Native American tribes, and police departments as well as diverse commands at the U.S. Navy. Her creative methods and enthusiasm have prompted participants to say, "This is the best training I've experienced at the Navy."