



Cross Oprah Winfrey with Tina Fey and Silver Rose appears!

Silver Rose specializes in working with organizations that want employees who look forward to coming to work, and with individuals who want work that they love. She has devoted the last 20 years to the study of the impact of optimism in the workplace. During that time she has worked with numerous organizations committed to fully utilizing the resources of their employees and creating a competitive advantage in their marketplaces. Silver's customized programs combine timely information with humor and fun to produce results. Her track record of success in Human Resources has made her the "go to" expert in the field of business/employee relationships.

Her background includes five years in marketing & sales management for two of the top computer diagnostic software companies, 10 years in human resources including as Vice-President of Sales & Marketing for Decision Toolbox, Inc., and amateur work in the field of stand-up comedy (she is often called upon to emcee events). In 1998 she founded Silver Rose Enterprises, LLC, a human resources educational company focused on healthcare, public sector and the hospitality industry.

Silver has worked with clients across a wide spectrum of industries. Client companies have included Wells Fargo, Kaiser Permanente, Best Western, Golf for Cause, and SRP.

Public sector clients include the National Association of Workforce Development Professionals, the City of Phoenix, the Carl T. Hayden VA Medical Center, the City of Santa Ana, the California Workforce Association; the State of Maryland; Maricopa County, Northern Arizona Council of Governments; Contra Costa County WIB, Indiana University School of Continuing Studies, and the American Society of Certified Public Managers.

She writes a weekly educational column for clients entitled, **Change Your Focus/Change Your Life** and has three published books of humor including her favorite, **Women Who Joke Too Much**. Her most recent book is **Change Your Focus, Change Your Outlook**. She is a member of the National Speakers Association (NSA); Fast Friends Forum (F3), and a founding member of the Women's Chamber of Commerce. She was awarded the Dale Carnegie Award for Highest Achievement and named an Outstanding Young Woman of America. She served on the Branch Board of the Boys & Girls Clubs of Metropolitan Phoenix since from 2003-2009.

Her proudest accomplishment is having successfully raised her daughters, at-risk teens she adopted from the California Foster Care system at ages 12 and 15.

Happily at work on her 5th book, Rose is committed to all individuals having work that causes them to say, **"Thank God it's Monday!"**

PROGRAMS OFFERED

Getting Others to Do What Needs to Be Done—WILLINGLY!

- Module I Taking the Sting Out Of Change
- Module II Motivating Others to Think For Themselves
- Module III How to Critique Without Condemning
- Module IV How to Show Appreciation Effectively

How to Maintain Composure Under Stress

- Module I Change is Inevitable, Suffering is Counter-Productive
- Module II Managing Emotions on the Job
- Module III Attitude – How to Make Yours Positive
- Module IV Using Appreciation to Improve Customer Service & Teamwork

Effective Communication in the Workplace

- Module I Tools and Techniques to Avoid Conflict
- Module II Surviving Busybodies, Bullies, & Boors
- Module III Yours, Mine or Ours? Clarifying Roles and Responsibilities
- Module IV Team-Building Using Professional Communication

Full-Day Workshops (all 4 modules)

Half-Day Workshops (2 modules of your choice)

90-Minute Programs (1 module of your choice)

SILVER ROSE