



## Celebrating 10 Years of Delivering Outstanding Workforce Development Training

**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 5<sup>th</sup> book, Rose is committed to all individuals having work that causes them to say, **"Thank God it's Monday!"**

### PROGRAMS OFFERED

#### Capacity Building for Workforce Development Staff:

Moving Dislocated Workers into Action Mode  
How to Do More Without Burning Out  
Effectively Supporting People Who Are in Distress

#### Group Coaching Program for WIB Leadership

How to Effectively Deal with Your New Popularity

#### Job-Seeker Programs

How to Develop the Interpersonal Skills Employees Hire For  
How to Keep the Job You Just Landed  
Staying Motivated During Your Job Search  
Pre-Vocational Training - *How to Identify Your Learning Style So You can Learn Quickly & Retain More*

### Off the Shelf, Customizable Programs

#### Leadership – Full or Half Day Program

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

90 Min. Module Taking the Sting Out Of Change  
90 Min. Module Motivating Others to Think For Themselves  
90 Min. Module How to Critique Without Condemning  
90 Min. Module Increasing Productivity through Appreciation

#### Staff Programs - Full or Half Day Programs:

#### How to Maintain Composure Under Stress

90 Min. Module Change is Inevitable, Suffering is Counter-Productive  
90 Min. Module Managing Emotions on the Job  
90 Min. Module Attitude –Why to Make yours Positive  
90 Min. Module Using Appreciation to Improve Customer Service & Teamwork

#### Effective Communication in the Workplace

90 Min. Module Tools and Techniques to Avoid Conflict  
90 Min. Module Dealing with Difficult People  
90 Min. Module How to Quantify Roles & Responsibilities  
90 Min. Module Team-Building Using Professional Communication

### SILVER ROSE