

Turn the Tide: Rise above toxic, difficult situations in the workplace

Over the past 25 years, Kathy Obear has helped thousands of people in workshops and coaching sessions learn to effectively navigate difficult workplace situations. Now, she shares the tools and skills of her 7-Step process, The



Triggering Event Cycle, so you can take back control of your emotions and successfully rise above toxic work environments.

In the spirit of Brené Brown and Martha Beck, Kathy uses stories and realistic examples to make these concepts accessible and easy to

apply in your life. Her book is full of tools and exercises designed to help you rise above workplace drama and create greater teamwork, productivity, and innovation in your organization

The core message for readers:

You can learn to navigate difficult workplace dynamics with greater ease, clarity, and self-confidence and develop the capacity to speak your truth in ways that helps teams make better decisions and create higher quality products and services. I wish I had learned these skills several decades ago! I may have saved myself countless wasted hours obsessing, as well as thousands of dollars in therapy and self-help books. And, possibly, my career may have moved along more quickly and successfully and I would have been of even greater service to others.

You don't have to be miserable at work.

You don't have to fight every battle or suffer fools any longer.

You can learn to respond effectively in difficult situations and leave with your integrity in tact.

DISCOVER

PRACTICAL TOOLS TO:

De-escalate unproductive workplace conflict

Interrupt automatic fight or flight reactions

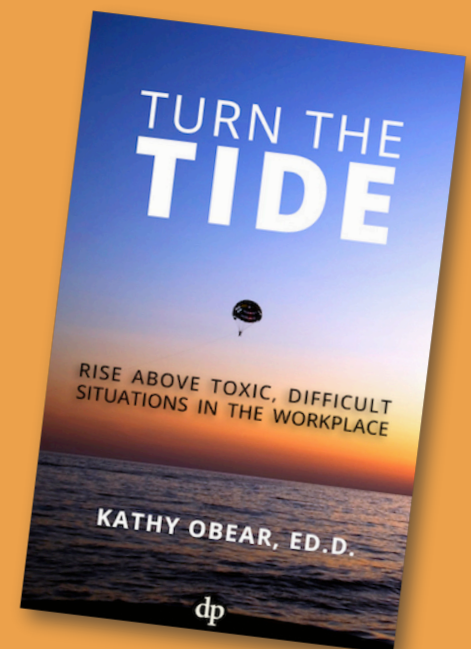
Identify what is fueling ineffective reactions

Take back control of your emotions

Rebuild working relationships

Minimize feeling triggered in the future

Turn the tide of workplace drama with greater ease and confidence



KEY POINTS

FROM THE BOOK:

**Intro and Chapters 1 & 2 ~
Difficult, triggering
situations**

**Chapter 3, 4, and 5 ~ Identify
why you react**

**Chapters 6 & 7 ~
Tools to respond effectively**

**Chapter 8 ~
Tools to recover when you
mess up**

**Chapters 9 & 10 ~
Self care and healing, and
the conclusion**

"No one is immune from dealing with negative people or challenging situations. This book offers what few others provide: remedies and techniques to deal more effectively while maintaining your respect for self and others."

– Maura J. Cullen

Ed. D., author of 35 Dumb Things
Well-Intended People Say, Diversity
and Inclusion Specialist



I hope you realize you are not alone. It is very common to feel intense emotions during difficult workplace situations. It's not something to be ashamed of or an indicator of incompetence. Difficult situations and triggering events are not problematic in themselves; however, how we react can result in misunderstanding, escalating conflict, unproductive interactions, and resentment.

The goal is not to stuff our feelings or never feel triggered, but, instead, to develop the capacity and the toolkit to intentionally choose how we respond in every moment. To turn off the automatic pilot and be thoughtful, not thoughtless. In difficult situations, others may act unprofessionally around us, but we can use the tools in The Triggering Event Cycle to respond with the respect, confidence, and clarity that meet our needs and help the organization move forward. I know you can control your emotional reactions because I have helped thousands of leaders navigate challenging, emotional workplace dilemmas.

My wish for you is to find the respect and joy you deserve at work. You can speak your truth and stand in your power. I hope you join me on this journey.

Who will benefit?

I believe this book can be useful to most employees as well as anyone with supervisory or leadership responsibilities. Managers can more effectively supervise others when they both understand why people may over-react or shut down, and then use these skills to coach employees to effectively navigate difficult situations.

Managers who model and implement these tools can expect significant improvement in teamwork, innovation, productivity, and customer service as well as far less workplace tension and fewer complaints, conflicts, and time-consuming mediation sessions.