



# Sue Evans

When I ask people 'what are your biggest stresses?' other people are always close to the top of the list. The ego-driven boss, difficult customer, moody spouse, or stroppy teenager at home....

This session explores the skills to deal more smoothly with disagreement and conflict, whether it's in work or at home, reducing the stress it can cause.

## Mastering Difficult Conversations

We all have to face life's bullies and mood hoovers. Have you dreaded dealing with someone who's put you down, hurt or insulted you in the past, or who'll argue with anything? Have you ever carried on replaying a conversation in your mind, long after it's finished? This session explores the skills to take those difficult conversations smoothly in your stride.

## What You'll Learn with Sue

- How to stay feeling calm and centred, no matter what's said
- Recognising the listening filters
- The language of conflict, and how to avoid using it
- The behaviour-identity trap - how conflict outlasts its origins
- The skills of an expert negotiator - designing the conversation from other perspectives for greater success



*"There are a lot of egos in our team. When I felt that wrong decisions were being made, I didn't seem able to speak out. It was really upsetting. It had been building up for quite a while, and I was getting more stressed out and anxious in general. Sue taught me how to feel shielded, protected, able to speak my mind when I need to. I'm now comfortable standing my ground."*

**Janet, Wirral**

# Process Engineer your Thinking

Thinking is a process - a sequence of steps which converts inputs (what you're experiencing) to outputs (how you feel and respond). Knowing how to changing that process enables you to respond more calmly to whatever's going on, staying focused on the outcome you'd like from the conversation.

**Sue's Keynotes and workshops are designed to help you to get more of what works, and less of what doesn't.**

From an Engineering background, with over 20 years change leadership experience, Sue's delivered £multi-million projects and culture change for international organisations including Danone, Corning, and Lloyds Bank. She's had a fair few stressful conversations along the way!

Sue's a Master Practitioner and Trainer of NLP (neuro-linguistic programming), and an Approved Havening® Practitioner, trained in each by the original creators. She also has a Diploma in CBT (cognitive behavioural therapy), a combined Diploma in Hypnotherapy, Coaching and NLP; and Institute of Leadership and Management certification as a Mentor and Coach.

Drawing on extensive experience of supporting one-to-one clients and specialist knowledge of resolving stress and anxiety, Sue created the FAST Pathways® programme to share powerful skills for Process Engineering the thinking with a wider audience.



*"My confidence was rock bottom, and I'd feel put down by the way people spoke to me, especially my super-controlling in-Laws. Sue's taught me some amazing skills. The in-Laws don't intimidate me any more, and I'm comfortable to stand up for what I want. I can be me, be natural, without always putting on a brave face."*  
**Rachel, Liverpool**



**To experience smoothing out those difficult conversations**

Call Sue on:

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