

NANCY HIGHTSHOE, M. A.

Presenting Programs Designed to Meet Your Needs

Are you looking for a **speaker / trainer / coach** who will:

- Customize seminars to meet the goals you have established as well as consult with you to clarify needs and goals?
- Respect your audience members and build on the knowledge, skills and experience they have already acquired?
- Be persuasive, interactive and engaging – with fascinating “police stories” to illustrate important points in both business and safety presentations?
- Inspire your participants to adopt innovative ideas and behaviors that
 - Reflect the changing needs of organizations and
 - Suggest workable Action Plans which can be immediately implemented?



An expert in:

- Professional and Personal Effectiveness
- Safety, Security and Survival

Your issues, needs and goals are unique. I will customize your program to effectively meet your objectives by designing exercises, examples and a handout that will relate to your group.

I specialize in programs on Resilience, Leadership, Change Management, Motivation, Negotiation and Personal Safety,

and would be happy to combine modules from other presentations for your own specific environment.

Short descriptions of all our programs and a partial list of clients follow.



“The Lady Was A Cop”

Police Detective

Who Changed the System

My experience includes both a career as a police detective and an entrepreneur. As a speaker, consultant and coach, my programs have a foundation of personal courage and responsibility. Accomplishments include:

- Speaker for businesses, government agencies, associations and schools throughout the United States and in 17 foreign countries
- On-camera expert for St. Louis NBC affiliate
- Media spokesperson for AT&T
- Master’s Degree in Human Relations and in The Administration of Justice; Bachelor’s Degree in Psychology
- One of the first female beat patrol officers in the nation
- Designed the St. Louis County Sexual Assault Investigative Unit
- As a detective, cleared 85% of my cases: the national average is 49%
- POST-certified continuing education instructor (Police Officers Standards and Training)
- Listed in the *World Who’s Who of Women*

Fortune 500 corporations, government agencies, associations and educational institutions consider me a strong resource. My natural capacity for building an easy rapport with audiences ensures that participants take home concrete information to apply to their professional responsibilities and in their personal relationships.

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 *Nancy Hightshoe Seminars*

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One of Three Pages

PROGRAMS NANCY HIGHTSHOE PRESENTS . . .

LEADERSHIP - MOTIVATION

Charisma - Developing Your Leadership Abilities - Identify and learn how to reinforce the qualities and skills that increase your personal power...your ability to achieve results.

Your Competitive Edge - Discover powerful behaviors that help you perform at optimum effectiveness while minimizing the negative consequences of stress. Learn to apply the “Law of the Slight Edge”.

The Wind Beneath Your Wings - Learn how your team can achieve maximum “loft” by understanding the dynamic interrelationships and drawing upon the individual strengths and talents within the group.

RESILIENCE - EFFECTIVENESS

Lessons Learned on the Beat - Being Effective and Staying Resilient in this High Stress, Fast-Paced World - Stories from Nancy’s career as a “beat cop” and Crimes Against Persons detective demonstrate valuable lessons of Resilience, Persistence, Creativity, Courage and the importance of a Sense of Humor.

Resilience - Rebounding During Turbulent Times and Meeting the Challenges of Change - Individual resilience is the key to using change, whether chosen or involuntary, as part of the process toward increased creativity, productivity and the fulfillment of your professional and personal goals. Can include modules on *Change Management* and on *Developing Synergy* in your group, team or business.

NEGOTIATION SKILLS

Successful Negotiation and Persuasion - Increasing Your Return on Investment - Develop your negotiating skills to: build trust and confidence between yourself and your counterpart; learn to read people and their tactics; improve your timing and create options.

HUMAN RELATIONS - MEDIA - COMMUNICATIONS TRAINING

Behavioral Flexibility - Improving Your People Skills - Learn how behavioral styles affect business and personal relationships and how to effectively use this knowledge to achieve your objectives.

Media Training: Working Effectively With A Powerful Partner - Responsible journalists are always looking for relevant and timely news stories. To be effective, you must understand the psychology of media interviews and how to work effectively with print, radio and TV media sources.

Effective Business Presentations - Selling Yourself and Your Ideas to Others - Learn how to present your ideas with confidence. Essential training for any professional.

CONFLICT MANAGEMENT

Managing Conflict to Increase Productivity, Ensure Your Success and Reduce Your Stress! Develop powerful conflict resolution skills. Conflict between individuals with differing goals is inevitable. Discover how to turn these encounters into opportunities to expand your organization’s vision.

PREVENTING WORKPLACE VIOLENCE

Defusing Workplace Violence - Risk Factors, Prevention And Survival Strategies - A one-year study found that more than 2 million workers were physically attacked while on the job. With layoffs, firings and economic stresses, companies are extremely vulnerable. Learn how to reduce the chances of workplace violence and what to do if it occurs.

STRESS MANAGEMENT

Nibbled To Death By Ducks - Harnessing Stress For Peak Performance - Stress has been much maligned. Without stress, your life would lack definition, motivation and power. Focus stress to enhance your life...to grow...to reach the goals you set for yourself. Stress, well-managed, will allow you to look back on a life filled with peak experiences, goals met, achievements realized and dreams made into realities.

PERSONAL RELATIONSHIP SKILLS

Making Your Relationship Work: Effective Negotiation Skills - The strongest indicator of marital or relationship success is the ability to negotiate. Effective negotiating is a method of unifying two people's ideas. Develop negotiating skills such as reading cues, improved timing, separating the person from the issue, establishing goals and creating options.

BANQUET PROGRAM

The Lady is a Cop! - An entertaining, motivational after-dinner or after-lunch presentation. Stories of humor, courage and creative answers in challenging, sometimes dangerous situations.

MASTER OF CEREMONIES and FACILITATOR

In addition to the programs listed above, I also act as Emcee or Facilitator for many functions including panel discussions, television interviews and organization and corporate banquets.

PARTIAL LIST OF CLIENTS

* AFLAC Insurance * American Business Women's Association (ABWA) * American Heart Association * American Society of Travel Agents (ASTA - U. S. & internationally) * AT&T * Avon Products, Inc. * Blue Cross/Blue Shield * The Boeing Company * Charles Schwab & Co. * Coldwell Banker Gundaker Realtors * Costa Cruise Lines * Daughters of Charity Health Care System * Electronic Data Systems (EDS) * ERA Franchise System International Business Conference * Federal Bureau Of Investigation (FBI) * Monsanto Company * NASA * National Rural Electric Cooperatives (NRECA) * National Security Agency (NSA) * Nestle Purina * New Mexico Governor's Conference for Women * Outrigger Hotels and Resorts, Hawaii & South Pacific * Professional Conference Managers Association (PCMA) * Re-Max Realty * Sheraton Hotel Corporation * U.S. Census Bureau * U.S. Department of Defense * The Young Presidents' Organization (YPO - U. S. & internationally) *

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