



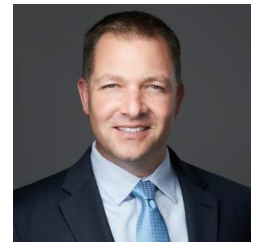
Creating a Culture of Connection!

**Scott Tillema – Keynote Speaker
& Inspirational Presenter**

Conflict Resolution Techniques for Leaders

Organizational leaders strive each day for the communities they serve, by fulfilling a core mission to provide the highest levels of service. However, the success of this goal is dependent on the strength of internal relationships to “get the job done”. The best levels of success are bred through an environment where conflict doesn’t have an opportunity to hinder progress or a sense of unification. Leaders of all types can be challenged by a range of personalities that have the potential to stand in the way of serving at the highest of levels and fulfilling core mission statements.

Keynote Speaker Scott Tillema shares his more than 20 years of experience in law enforcement, along with first-hand knowledge on how to serve stakeholders amid a wide range of challenging scenarios. Leaders benefit from the structure and techniques Scott offers to help navigate challenging people and circumstances, and a range of conflicts that can stand in the way of the organization’s mission.



In his 60-minute keynote entitled, “*Creating a Culture of Connection*” Scott draws on his background as an FBI trained hostage negotiator and former police officer, and shares the principles of bonding, conflict resolution, and influence that are consistently used in crisis negotiations during the most intense of situations. By learning and applying these techniques, local government teams, through direction provided by their leadership, can more skillfully handle challenging interactions, by:

- Managing themselves, first.
- Being great listeners, then recognizing and valuing diverse perspectives.
- Giving attention to the situation, but also the delivery of messages to and from others.
- Learning the drivers of behavior and being equipped to address them successfully.

Scott’s goal is to inspire and empower audience members to use the techniques of influence and communication to skillfully address difficult conversations or interactions and achieve successful outcomes that benefit the entire organization. He demonstrates how strategically focused conversations are opportunities to connect, find common ground, and ultimate success in even the most challenging scenarios.

For more information on Scott’s keynote and other educational presentations, contact:

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