



Keynote Address

It's Been Lovely, But I Have To Scream Now *How to Stay Calm, Cool and Productive Under Conflict*

—Susan Carnahan

Voted *Consummate Speaker of the Year 2000* by the top speaking bureaus in America, Susan Carnahan has become known for delivering humorous, content-driven messages that motivate people to make long-term, meaningful changes in their lives.

Susan has appeared on CNN Live as an authority on gender communication, and has shared the stage with such professionals as General Colin Powell, Barbara Bush, Barbara Walters, Maya Angelou, and Magic Johnson. Her recent books, audio tapes and video training programs include, *Motivational Leaders*, *What's Sex Got To Do With It*, *Lessons in Leadership*, *Leadership and Supervisory Skills for Women*, and *Self-Empowerment*.

Most of your audience deals with difficult people and the conflict they cause on some level every day of their lives. In this insight-packed keynote address, Susan Carnahan gives your attendees specific tools to defuse anger and calm the other person down. Aside from Susan's entertaining, light hearted and real-life examples, she imparts an arsenal of powerful defenses to help people co-exist with life's impossible people, the situations they present, and the emotional control necessary to stay productive under pressure—a life-saver of a message for people who deal with the public.