

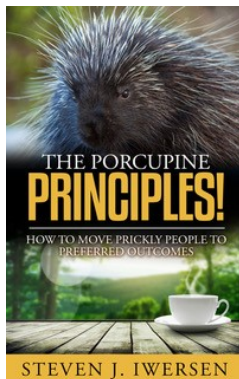


# LEADERSHIP USA®

## FEATURED FACULTY

### MONTHLY MEMBERSHIP SEMINAR

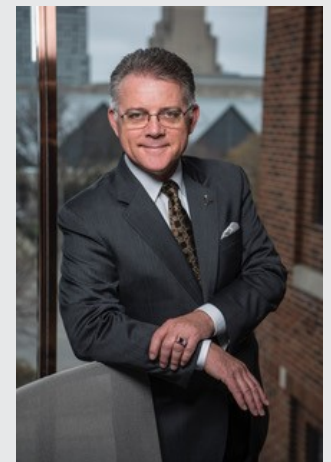
## Leading the Reluctant: How to Move Prickly People to Preferred Outcomes



Leaders are agents of change. Change creates discomfort and tension. How you intentionally relate to and communicate with others has a profound influence on your ability to build rapport, inspire collaboration, enhance camaraderie, resolve misunderstandings and to lead people. More specifically — how you lead the resistant or reluctant people in your organization can make all the difference on your way to a successful outcome. Based on the World Famous Porcupine Races, this fast paced and interactive session provides foundational principles and practical methods for communicating and building trust during uncomfortable times.

### Steven Iwersen, CSP

Steven Iwersen, CSP is the President of Aurora Pointe, LLC a leadership development firm that he founded in 2006. He is a relational leadership expert that has actually been a leader! He has 35+ years of leadership experience with responsibilities in non-profit organizations, business news, and employee recruitment. Author of the book: The Porcupine Principles! How To Move Prickly People to Preferred Outcomes and Unplugged: Mindfulness and the Law. Steven has more than 25 years of professional speaking experience and brings a unique style of substance, humor, interaction, storytelling and insight to his clients.



**Thursday, November 7, 2019**

**Registration: 8:30 AM | Session: 9:00 AM - 2:30 PM**

**The Curtis Ballroom at the Landmark**

**5345 Landmark Place, Greenwood Village, CO 80111**

### Competencies:

Conflict Management,  
Communication, Teamwork

**Most Appropriate:** Level 3

**Next Appropriate:** Level 2