

Grace Lichtenstein, MS



SUCCESS ACHIEVED
.... Simply

*Your resource for expert speaking,
training, and coaching to become healthier,
more productive, and to reduce stress.*

Professional Development

Professional Development

Unmet goals, underperformance, employee turnover, absenteeism, chronic conflict, unnecessary mistakes, negative morale, workplace injury....

How much are these issues costing you? Not only in dollars but in terms of your stress and sanity?

Let me support you in creating the team you look forward to working with every day!



Personal Development



Are you suffering from lack?

Lack of motivation... focus... accomplishment... joy?

Let me support you in creating a life where you are successful at developing and meeting your goals: physical, emotional, and spiritual.

About Me

I completely, totally, and absolutely love what I do. For over 25 years, I have worked with thousands of individuals and hundreds of business teams (as a holistic psychotherapist, coach, and award-winning, international trainer and speaker) to facilitate sustainable, solution-focused change. My focus is on changing the world by assisting people in becoming healthier, more productive, and to reduce their stress.

My goal is to help others make long-lasting, positive change through my training on neurobiology, systems theory and group dynamics, and learning and motivation. In addition, my diverse experience of working with thousands of people in all 50 states and 25 other countries has allowed me to pinpoint some of the universal characteristics of healthy individuals and teams. (Sounds impressive, doesn't it!)

Some of the companies for whom I have provided speaking/training services in the last 18 months include:



Services and Pricing Overview

I can provide the following services to you or your corporate team(s), from groups of 5 to 5,000. Mix and match services to create a program that matches your needs. Booking multiple services/customized programs results in pricing discounts.

- Online “30 Days Toward Becoming Healthy, Productive, and Stress-Free” self-study program: \$540 (Corporate discounts are available).
- Onsite trainings, keynote, or breakout sessions: \$2,500-\$6,000/day
- Web-based training sessions, including recording (1, 2, or 3 hours): \$750/hour
- Multi-day retreats/intensives: regular training rate + \$150 per person/per day (includes meals and overnight accommodations)
- Facilitated biweekly, monthly, or quarterly mastermind sessions (1 or 2 hours): \$750 per hour for up to 12 participants
- For custom topics, there is an additional fee of \$150 per hour for development. Typically, every 2 hours of presentation requires 1 hour of development.

I do not charge any additional fees for equipment, supplies, or travel within the contiguous United States.

All training and speaking services include 4 weeks of follow-up emails.

Off-the-Shelf Topics

Turn Down the HEAT: Emotional Intelligence and Handling Difficult Situations

Learn how to manage difficult situations with assertive poise and confidence without taking things personally. Let productive options become the focus of the interaction rather than adding negativity. By objectively assessing emotional situations, it is also possible to minimize “stress contamination”: the negative residual effects of a stressful situation on other life areas.

Key points:

- the difference between objective and subjective situational interpretations
- the difference between taking something personally and developing personal insight
- respond to situations with a solution-focus rather than adding negativity to an already difficult situation
- change blaming and disempowering patterns of behaviors and responses to one of assertive communication

This topic can be presented as a training/keynote/breakout session for a 1 hour, a half-day (3 hour), or full-day (6 hour) experience.

Managing Your Productivity

“Do more with less” has become a common mantra in many organizations and this is often expected to mean you work harder *AND* smarter! Over time, this results in significant drops in productivity and morale. Instead, learn to develop a proactive vs. reactive process essential to sanity and productivity.

Key points:

- identify true priorities and plan accordingly
- ensure your priorities dovetail with your supervisors'
- tame the e-mail beast
- have structured goals and still be able to “go with the flow”
- improve work quality by using time more effectively – not working faster
- ask for help and resources without appearing unable to do the job
- effectively create, communicate, and meet realistic deadlines

This topic can be presented as a training/keynote/breakout session for a 1 hour, a half-day (3 hour), full-day (6 hour), or multi-day experience.

Who Do You Think You Are?

Excellence as a Choice

Excellence and leadership are very popular buzzwords in the corporate arena. But what exactly do they mean and how do we make them part of our daily lives? The concepts of excellence and personal leadership are directly intertwined, and it is up to each of us to identify and commit to manifesting the individual strengths we bring to our relationships at work, at home, and within our social circles.

Key points:

- the effect of self-talk
- how belief systems are created
- the impact of process-based belief systems of excellence
- become proactive vs. reactive
- directly impact our outcomes for desired results most of the time
- create positive relationships through servant leadership

This topic can be presented as a training/keynote/breakout session for a 1 hour, a half-day (3 hour), a full-day (6 hour) experience, or a multi-day intensive.

You, Me, and We: Meeting the Needs of the Individual AND the Team

Develop healthy and assertive conflict management skills to learn to ask for, and get, what you want and need. Learn to recognize what is most important to you and how to effectively communicate this to others positively, respectfully, and productively without feeling guilty. Understanding the relationship between individual and group goals is essential for productive and healthy teams and families. Learn how to effectively balance seemingly competing wants and needs between yourself and the others in your life: family, friends, co-workers, and customers.

Key points:

- what assertiveness really means
- how members of a group take on roles within the group
- the difference between being nice and being respectful
- the necessity of healthy conflict
- the difference between selfish and healthily self-centered

This topic can be presented as a training/keynote/breakout session for a 1 hour, a half-day (3 hour), full-day (6 hour), or multi-day experience.

Say What? Communication to Get You What You Want

Effective communication is a core skill of successful professionals. Unfortunately, in our fast-paced, immediate results-driven world, thoughtful and effective communication is no longer the standard but, rather, the exception. Learning to listen and speak in other peoples' languages increases productivity, reduces stress, and enhances relationships.

Key points:

- respectful communication vs. being “politically correct”
- perception is reality: what image of ourselves do we present?
- the pros and cons of stereotyping
- inadvertent boundary violations that happen *all the time!*
- the power of listening
- the differences between verbal, nonverbal, and written communication

This topic can be presented as a training/keynote/breakout session for a 1 hour, a half-day (3 hour), full-day (6 hour), or multi-day experience.

Break the Cycle: Addressing Self-Sabotage

Learn how we, as human beings, have a tendency to develop and follow patterns of behavior (habits) whether or not those patterns are beneficial. These patterns must be broken in order to achieve what we truly want and need out of life.

Key points:

- the science of how behavioral patterns are developed and maintained
- the key factors which cause ineffective behaviors to be repeated
- methods to change each step of the unhelpful cycle
- tools that are essential to making long-term change

This topic is available as a training for a half-day (3 hour) or full-day (6 hour) experience. It is strongly recommended that either group or individual follow-up sessions at 1 week, 30 days, and 6 months also be scheduled to maximize and support the therapeutic change that will occur.

What Have You Done for Me Lately?

Essentials of Customer Service

Customer service is not just about task completion: it is about relationship development. And, sometimes it's difficult developing these relationships when the wants and expectations of others are unrealistic, they are behaving badly, or we are having a bad day. Learn how to provide exceptional customer service, to both internal and external customers, every day without burning out.

Key points:

- recognize our opportunities for developing customer relationships
- become motivated by our customer interactions
- do not take bad behavior personally
- develop a solution-focused attitude
- how to say "no" by saying "yes" (without lying!)

This topic can be presented as a training/keynote/breakout session for a 1 hour a half-day (3 hour), a full-day (6 hour) experience, or a multi-day intensive.

Forgiveness as a Business Best Practice

A sign of intelligence is one's ability to learn from experiences and apply this knowledge to future experiences. This becomes a problem, however, when a negative experience impacts our ability to effectively interact with certain people or situations because of residual anger, regret, resentment, or anxiety. Often, conflicts, "bad attitude", and negative morale are not due to what is going on with the current situation but, rather, are the symptoms of previous negative experiences.

Key points:

- the true meaning of forgiveness
- let go of past issues that negatively color current interactions
- set healthy and appropriate boundaries
- become empowered in our outcomes
- reduce the negative stress in our relationships
- reduce chronic anger, frustration, and anxiety

This topic can be presented as a training/keynote/breakout session for a 1 hour, a half-day (3 hour), a full-day (6 hour) experience, or a multi-day intensive.

Live Like a Rock Star!

(without the fame, fortune, or having to get onstage)

Are you excited every day to be you (WOOHOO)? Do you believe you regularly

manifest your natural gifts and talents (YIPPEE)? Do you believe that others value you and your relationship with them (APPLAUSE WHEN YOU ENTER A ROOM)?

Key points:

- development of healthy and positive belief systems
- the real meaning of humility
- deal with guilt, shame, and feeling “worth less”
- identify your innate talents, strengths, and gifts
- develop a healthy support system
- learn how to deal with bad situations when there are no “good” options

This topic is only offered as a multi-day intensive.

I Don't Care Anymore: Compassion Fatigue

The term “Compassion Fatigue” was originally coined to describe the negative cumulative impact of caring for others in trauma situations as a primary job responsibility (e.g., medical professionals, social workers, first responders, etc.). However, one of the results of the ongoing drain within our relationships, both intimate and at-large, is the development of compassion fatigue for almost everyone.

Key points:

- understand the concept of compassion fatigue and its impacts
- self-assessment
- methods to respond to ongoing life stressors to reduce their impacts
- development of healthy professional and personal boundaries and relationships
- recovering from compassion fatigue

This topic can be presented as a training/keynote/breakout session for a 1 hour, a half-day (3 hour), a full-day (6 hour) experience, or a multi-day intensive.

“What Now?!?”

Dealing with the Impacts of Ongoing Trauma

The pandemic. Social unrest. Political upheaval. Community tragedy. Economic insecurities. We, as a society, have been immersed in a wide variety of stressors that we, simply, are not hard-wired to deal with...especially for an extended period of time. The result goes beyond being stressed out and enters into trauma territory. The impacts will be far-reaching and we will continue to experience them on a systemic and individual basis for years to come. The good news is that there are things we can do to reduce the impact of these stressors and develop healthy coping responses.

Key Points:

- understand the concept of trauma
- identify acute and chronic triggers
- recognize the different types of trauma, including vicarious and intergenerational
- develop responses of varying intensity based on the situation and personal resources (time, energy, focus, etc.)
- create healthy systems to support individual health and reduce traumatic impact

This topic can be presented as a training/keynote/breakout session for a 1 hour, a half-day (3 hour), a full-day (6 hour) experience, or a multi-day intensive.

Creating Culture: What DEIB Really Means

It's not enough to talk about diversity. As a matter of fact, performative processes can result in different, yet equally unhealthy, general practices. Working within the continuum from "diversity" to "belonging" requires consistent and active relationship development both as a group and as individuals.

Key points:

- understand the difference between diversity, equity, inclusion, and belonging
- assess systemic norms
- create adaptive processes that support each individual
- develop an awareness of cultural growing pains

This topic can be presented as training for a 1 hour, a half-day (3 hour), or full-day (6 hour) experience.

Specialized Topics

The following topics are highly specialized for the indicated demographic and provides therapeutic-level content. Please contact me regarding details and participation requirements.

Self-Care in the Caring Professions

Research indicates that those who are in the helping or caring professions (teachers, pastors, therapists, etc.) report some of the highest levels of occupational and overall stress. Between rising expectations and reductions in resources, those who choose to help others are often the ones who need support the most.

Self-Care in Healthcare

Healthcare is consistently ranked as one of the most stressful industries in the United States. Healthcare workers are also less likely to access wellness services for themselves. Secondary issues include reduced patient satisfaction and diagnosis, as well as increased treatment errors.

Addressing Vicarious Trauma and Compassion Fatigue

Designed for professionals with secondary exposure to trauma (first responders, social workers, ED staff, etc.) to help boost psychological immunity, maintain emotional boundaries, and be able to effectively process and move through one's own response to trauma.



TOWARD BECOMING

Online, Self-Study Program

“30 Days Toward Becoming Healthy, Productive, and Stress-Free”

Designed to cover the topics, concepts, and resources typically offered in my live coaching program, this self-guided, online course provides the resources to help make significant, positive life change with reduced financial and time commitments. Just as in my live coaching program, manageable and realistic goals are created with a specific, written plan, using daily tools to create *achievable, manageable, long-term, and sustainable change*.

The program includes 20 modules of 15-20 minute videos accompanied by all the handouts, forms, and other resources I offer my live coaching clients. Topics of the videos are:

- about me and how the program was created
- program and resources overview
- Declaration of Integrity
- goal setting and creating a vision
- developing “The Plan” and next steps
- breathing
- sleeping
- moving
- eating
- intimate relationships
- positive vs. negative stress
- opportunities to recharge
- goal setting and time management
- feeding the soul
- forgiveness
- creating, assessing, and maintaining change
- The Relapse Cycle
- subconscious beliefs and self-sabotage
- boundaries and putting yourself first
- Bonus: Emotional Freedom Technique (EFT)