



# Cultivating RESILIENCE is Cultivating SUCCESS.

*Do you want your leaders to have:*

- **More effective communication** with team members?
- **Increased trust** and **connection** with customers and project stakeholders?
- **Resilient teams** that **thrive** and **adapt** when faced with challenge?

Then develop these critical resilience skills for your leaders:

- **Recognizing personal stress-responses**
- **Compassionate Communication**
- **Intentional Learning From Challenge**

These are the skills that that will keep your leaders **moving forward** through challenge and **beat the burnout** that can come with today's ever changing environment.

*Leaders that work with Jacy learn to:*

- **Identify** growth opportunities, and how to take advantage of them
- **Develop** sophisticated emotional intelligence skills
- **Create** psychologically safe project environments
- **Understand** and **engage** clients in unique ways
- **Overcome** Impostor Syndrome
- **Navigate** challenging conversations with dignity and respect



**Jacy Imilkowski**  
PMP, CPCC, ACC, CLL

## Book Jacy Today!

See Jacy Speak

[jacyimilkowski.com/speaking](http://jacyimilkowski.com/speaking)

**Watch Jacy's TEDx Talk**  
**What's Your Rhubarb Pie? How Trauma Impacts Choice**



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Jacy Imilkowski (just think "I-milk-cows-on-skis"), PMP, ACC, CLL is a certified coach and speaker that helps purpose-driven professionals build personalized stress-busting strategies to beat personal/professional burnout and lead happier, lower-stress lives. A self-admitted communication nerd, Jacy specializes in the neuroscience of conversation and positive habit formation to achieve personal and professional goals.

During her 20+ years of coaching, speaking, training, and managing projects she has developed and delivered hundreds of learning sessions across the country. Clients include American Family Insurance, Mayo Clinic, the WI Department of Health Services, Medical College of Wisconsin, and professional associations including: PMI, SHRM, ATD, HIMSS, and more.

Jacy is a certified project manager, coach, and laughter leader, as well as an adjunct instructor at the University of Wisconsin-Madison and Co-Dean of the Speakers Academy for the National Speakers Association-WI chapter. She also holds a Patient Experience Leadership Certificate from The Beryl Institute. She loves her dog, and probably loves your dog too.



# Most Requested Programs:

*Jacy's endnote was rated at 92% and had fantastic comments at our International Project Management Day! She knows what skills a PM needs in order to succeed. Over 100 attendees left talking about their own experiences and how they were open to new listening and speaking skills. I, as well as the PMI-Rio Grande Chapter, highly recommend her for association meetings, workshops, and conferences!*

*Dana Roberson  
VP of Special Events, PMI-Rio Grande*

*"Jacy provided two exceptional breakouts for our PMI conference! Participants were engaged in real-time learning, and she was eager to customize the sessions for us. I highly recommend her!!"*

*Tricia Frakes,  
PDD Speaker Team Lead,  
PMI Madison/South Central*

*"I highly recommend bringing Jacy in to speak, train, or coach around the neuroscience of conversation, team building, and creating/strengthening relationships in organizations."*

*Donna Gray  
President/Owner/CEO, Total Awards  
and Promotions & AwardsSmall.com*

*"As a top technology consulting firm it's crucial our consultants have highly developed soft skills. Learning about how blind spots impact our brain and behavior, was highly relevant. Jacy is an expert presenter. The activities and examples really helped us connect to the learning."*

*Shannon Higgins,  
Resource Manager, Smart Solutions*

## The Brilliance of Resilience:

### Custom Stress-Busting Strategies to Beat Overwhelm and Burnout

The burnout crisis is real, and the numbers are staggering. **23%** of employees are chronically burned out, and **47%** more are headed in that direction. Learn how to stop toxic judgement and turn challenges into growth opportunities.

- **Identify** specific signs that toxic judgement is negatively impacting thoughts and behavior
- **Stop** self-sabotaging behaviors with neuroscience-based tools
- **Apply** a three-step story-based tool to create a personal stress-busting strategy

## Mental Fitness for Leaders:

### Stop Unintentionally Sabotaging Yourself (and Your Team)

We unintentionally sabotage ourselves (and by extension our teams) with perfectionism, people pleasing, and more. Learn to identify common self-sabotaging behaviors and use neuroscience-based pattern interrupts to stop them. From there you can build new, positive habits in their place.

- **Learn** the foundational neuroscience of habit formation and change
- **Execute** three different pattern interrupts to weaken Saboteur habits
- **Build** a personalized three-step plan to leverage Sage skills in times of stress.

## Fair Is Fair, Until It Isn't

### Core Values-Based Leadership

Does "fair" mean that everyone is treated the same, or that everyone is treated as an individual? The answer is: Yes. Recognizing a person's unique core values provides critical insight into what's most important to them. That insight enhances personal leadership (how we choose to act and behave) as well as external leadership (how we guide, support and inspire others).

- **Differentiate** between personal, professional, and organizational values
- **Prevent** and **resolve** conflicts with a three-step, core values-based process
- **Build** stronger relationships between team members and stakeholders

## Stop Fixing and Start Coaching!

### Crucial Coaching Skills for Leaders

Leaders are problem solvers by nature. However, fixing has a dark side. When we fix everything it takes growth opportunities away from others. It also adds work to our full plates. Coaching lets you stop fixing and help others find their own solutions when problems arise.

- **Define** the difference between coaching, mentoring, and consulting
- **Learn** your why you take on problems instead of letting them go
- **Practice** three crucial coaching skills to empower others to solve problems

## What Did Our Brains Just Say?

### The Neuroscience of Effective Leadership Conversations

During a conversation, there's a neurochemical cocktail that's influencing everyone involved. While these influences are unconscious, we can learn the signs of neurochemical impacts, then use that information to enhance relationships and recover from disconnection.

- **Understand** the impact of different neurochemicals
- **Differentiate** three levels of conversation and how to switch between them
- **Apply** three neuroscience strategies to maintain healthy relationships



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