



## PENNY TREMBLAY

Workplace Relationships Expert | Mediator | Keynote Speaker | Author

Dynamic workplace relationships expert and Harvard-trained mediator with over 20 years' experience helping organizations resolve conflict, build thriving cultures, and maximize productivity. Founder of The Sandbox System™, delivering innovative strategies for peaceful, productive, and profitable workplaces. Acclaimed keynote speaker, trainer, and author, known for engaging, transformative programs that shift minds and foster lasting results.

### INTRODUCTION

With warmth, engaging, and real-world insight, Penny introduces concepts that help leaders and teams navigate workplace conflict with clarity and confidence. As a workplace relationships expert and creator of The Sandbox System™, she shows how even the most challenging situations can become opportunities for stronger communication, accountability, and trust.




### SPEAKING & WORKSHOPS

Penny delivers her keynote "**Building Peaceful, Productive, and Profitable Relationships in Call Centers - A Modern Approach to Workplace Challenges**" at the Nextiva-sponsored NECCF Expo 2025 closing session with high-energy stage presence, dynamic movement, expressive gestures, and playful sandbox props that vividly illustrate her Sandbox System™ methodology. She engages the audience through relatable storytelling, strategic humor, intentional pauses, and interactive elements like questions and dance moves with Nextiva/NECCF teams, seamlessly blending her Harvard PON mediation expertise with practical tools—5-step conversation models, emotional scales, and worksheets—for transforming workplace conflict into collaboration, leaving leaders inspired and equipped to foster psychological safety and team success.

# VIRTUAL TRAINING VIDEOS

## Roadmap Through Conflict to Collaboration




**Roadmap Through Conflict to Collaboration**

by Penny Tremblay

Playlist · 9 videos · 58 views


There's only one way through conflict and that's through it; not around it, over it, or under it. Most people avoid...[more](#)

▶ Play all



**A video Roadmap to PLAY NICE in the Workplace SANDBOX**


Penny Tremblay · 222 views · 5 years ago



**POSITION YOURSELF is Step #1 to PLAY NICE**

Penny Tremblay · 131 views · 5 years ago

## Be Humble and Be Rich




**Be Humble and Be Rich**

Penny Tremblay

8.7k views · 8 years ago

## High Tech and High Touch




**High Tech and High Touch**

Penny Tremblay

2.9k views · 8 years ago

## Workplace Conflict Resolution



**Workplace Conflict Resolution**

Penny Tremblay

1k views · 8 years ago

[Check us on YouTube to view more of our videos. Click here](#)

# SAMPLE SLIDE DECK

**\$ 700B** is lost annually in corporate North America due to workplace conflict.

- Decreased productivity
- Increased absenteeism
- Higher turnover rate
- Legal fees & settlement
- Burnout and mental health

**The Solution: THE SANDBOX™ SYSTEM**

A four-step process to resolve conflict and build leadership capacity:

1. **Expose:** Dig out the roots of old conflict
2. **Calibrate:** Train people to take responsibility for their actions
3. **Share:** Create a solid plan with a shared vision
4. **Practice:** Practice 90+ with practice, action, and feedback

**Before:** Team conflicts and poor communication, Lack of collaboration and low morale, Decreased productivity and disengagement.

**After:** Save millions through better relationships, Transform workplace from unproductive collaborations to productive collaborations, Improve team dynamics and organizational culture.

**Unique Approach**

- Uses relatable "The Sandbox" metaphor
- Focuses on resolving conflict from the inside out (team members learn to take responsibility, rather than pointing the blame)
- Combines Harvard training with industry certifications and years of practical experience

[Click here to view](#)

**THE COST OF HIGH TURNOVER IN CALL CENTERS**

**\$800K - \$1.7 million** lost annually by New England Call Centers due to employee turnover.

**WHAT IF YOUR AGENTS STAYED TWICE AS LONG?**

**COST FORMULA:** 50% x ANNUAL SALARY

**STRATEGIES:**

- P** Position yourself for good play - that builds peaceful, productive and profitable relationships
- L** Lighten your load - of judgment, biases, and stereotypes
- A** Actively listen - to understand others who are different than you

**your WHY -** stay grounded in purpose

[Click here to view](#)

**5 BIGGEST MISTAKES LEADERS MAKE**

WHEN CONFLICT SURFACES THAT COSTS BILLIONS IN LOST TIME, PRODUCTIVITY, AND RETENTION.

BY PENNY TREMBLAY, WORKPLACE RELATIONSHIPS EXPERT, WWW.PENNYTREMBLAY.COM

#1 - AVOID

#2 - DON'T INVOLVE EVERYONE

#3 - UNWIND

#4 - ACCOMMODATE DIVISION

EVERY CALL WITH TREMBLAY

## HANDOUTS & WORKBOOK

### 5 Biggest Mistakes Leaders Make When Conflict Surfaces and How to Avoid Them.

It provides a practical guide to help leaders recognize common missteps that can escalate workplace conflict and damage trust within teams.

### Multi-Generations and Peaceful Relationships at Work

Unlock the secrets to thriving teamwork across generations with Penny Tremblay's **"Multi-Generations and Peaceful Relationships at Work"** whitepaper. This practical guide helps leaders build trust, strengthen communication, and understand different work styles so teams can turn generational friction into collaboration and stronger workplace relationships.

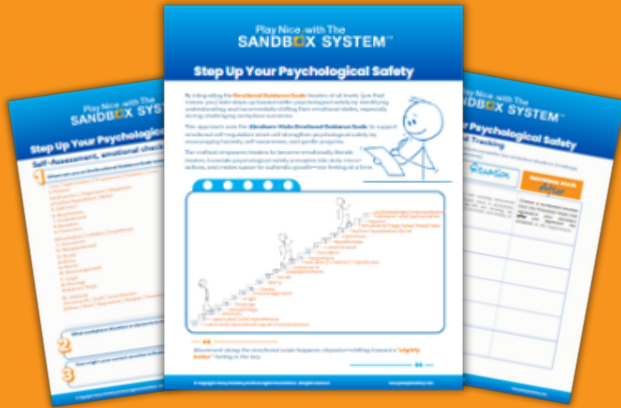
[CLICK HERE TO GENERATE YOUR REPORT](#)

Play Nice in the **SANDBOX** with Penny Tremblay

**Collaborating in a Multi-Generational Workplace**

UNLOCK THE POWER OF GENERATIONAL DIVERSITY WITH PENNY TREMBLAY

12 Page White Paper

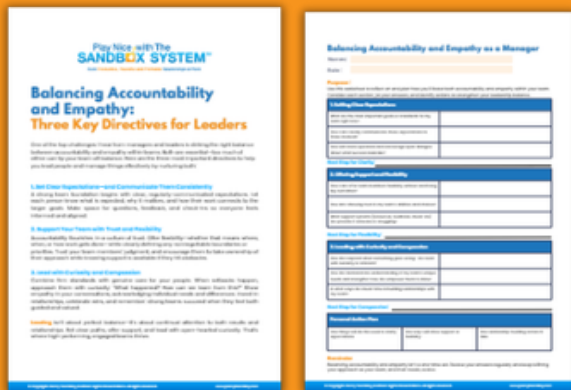
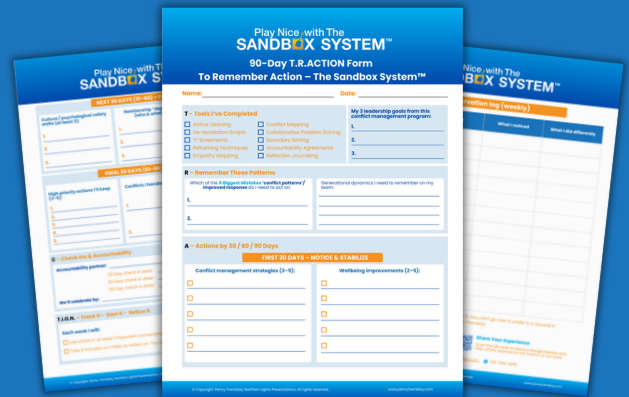


## Psychological Safety – 13 Risk Factors

Designed to help every workplace identify and address risks that impact psychological health and safety. Built on Canadian standards, this tool guides employees and leaders to spotlight their strengths, target improvement areas, and take practical actions, making safer, more inclusive work environments for all.

## 90-Day T.R.ACTION Form To Remember Action – The Sandbox System™

This worksheet guides participants in identifying key commitments, clarifying priorities, and tracking progress over a 90-day period to ensure that learning translates into real workplace change.

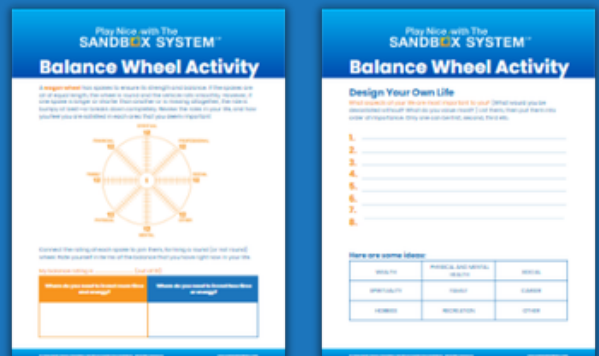


## Balance Accountability and Empathy Form

Just one example of many, this leadership resource helps leaders balance accountability and empathy by setting clear expectations while supporting growth. Learn practical strategies to build trust, strengthen psychological safety, and create resilient, high-performing teams.

## Balance Wheel Activity

An example of a powerful self-assessment tool for the whole team to evaluate key roles and areas of your life, ensuring balance and alignment. Like the spokes of a wagon wheel, if one area is neglected, the overall balance suffers, making your life feel unstable or bumpy. This exercise encourages reflection on satisfaction in each life role, promoting holistic well-being and personal growth.



# QUANTITATIVE IMPACT SURVEY

**The Sandbox System, 2023 Conflict Resolution Impact Survey**

**Executive Summary:**  
 Respondents who completed a sandbox system or sessions have described the results:

- 75% of respondents reported an increase in their overall well-being, as well as satisfaction with their work environment, as a result of using the system.
- 88% of respondents reported an increase in their overall productivity, as well as their ability to manage their workload.
- 88% of respondents reported an increase in their overall communication skills, as well as their ability to resolve conflicts.
- 88% of respondents reported an increase in their overall leadership skills, as well as their ability to manage their team.
- 88% of respondents reported an increase in their overall conflict resolution skills, as well as their ability to resolve conflicts.

**Impact Benefits:**  
 Respondents who completed the Sandbox System reported a 75% increase in their overall well-being, as well as satisfaction with their work environment, as a result of using the system. Respondents who completed the Sandbox System reported an 88% increase in their overall productivity, as well as their ability to manage their workload. Respondents who completed the Sandbox System reported an 88% increase in their overall communication skills, as well as their ability to resolve conflicts. Respondents who completed the Sandbox System reported an 88% increase in their overall leadership skills, as well as their ability to manage their team. Respondents who completed the Sandbox System reported an 88% increase in their overall conflict resolution skills, as well as their ability to resolve conflicts.

**What has increased a professional's ability to resolve conflicts and manage their team?**  
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# CAPABILITIES STATEMENT

**Play Nice with The SANDBOX SYSTEM**

**Conflict Management, Training, and Resolution**

**Building Strong Teams Forward for the Future**

Workplace challenges will always arise, but the huge financial and emotional cost is avoidable.

**What We Deliver**

- Digital learning modules for employee organizations with topics and experiential training in listening, collaboration, and conflict management.
- Conflict resolution, mediation & workplace restoration.
- Collaborative strategy, skills and training tools for difficult conversations and conflict building.
- Develops conflict resolution, negotiation and mediation based programs for organizations and individuals.
- Live, hybrid digital workshops, facilitation and coaching, tailored to unique workplace needs.
- Learning, assessment and platform integration with proprietary Sandbox System™ content, enabling the partners to create best-in-class development solutions.

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**Brands Trust Us for Results**

Our proprietary **Sandbox System™** is a research-based, experiential suite of digital and live programs focused on practical conflict transformation and leadership development.

- **Digitally designed, with focused training, Strategic Assessment and Strategic Decision Making, Conflict, Training Assessments, Team Building, with a focus on client-specific organizational needs.**
- **Reported in a leading psychology journal, emotional intelligence, and real-time career multi-generational and diverse teams.**
- **Proven delivery digital, hybrid, and in-person to meet any needs and needs.**
- **Designed for measurable results, learning organizations, time, cost, and cost per participant from investment certified.**

**100% Virtual Assessment**

**88% Conflict Resolution Skills Development**

**75% Report a Reduction in Disputes**

**100 digital organizations helped to help European organizations drive sustainable growth, workplace resilience, and leading business, while addressing workplace digital transition.**

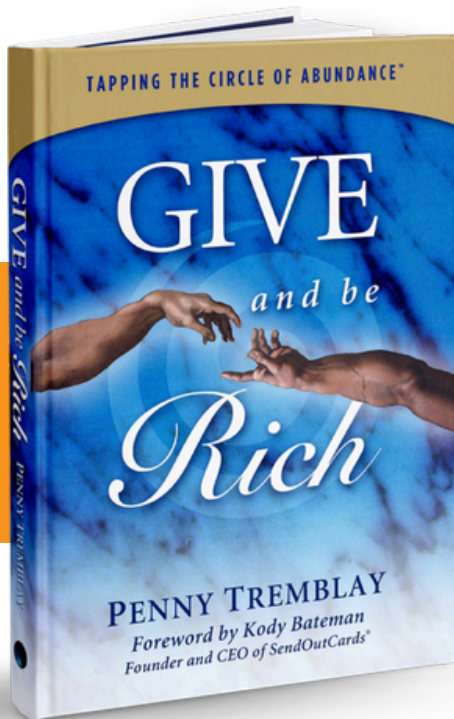
**See Numbers Digital until your work is full possible—where challenging conversations lead to growth, innovation, and sustainable workplace harmony.**

**Penny Tremblay, Workplace Relationships Expert**

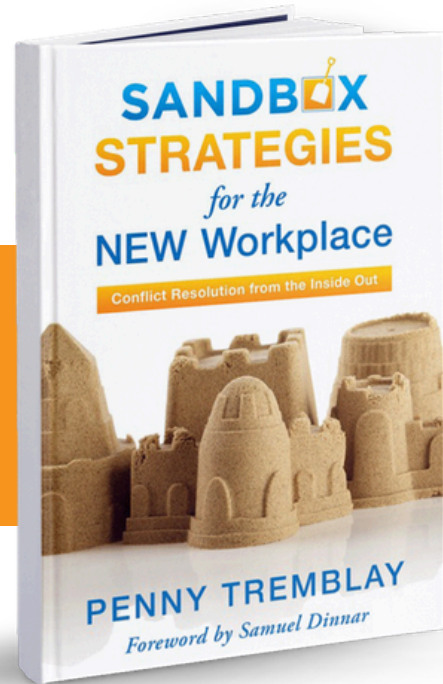
For over 20 years, she's served organizations with a focus on helping teams manage conflict from the inside out. Through training and years of experience, she's built a reputation for her ability to help people, productivity, and profit in the workplace.

- Published author, professional speaker, conflict resolution, and mediation.
- Certified Executive Coach (Idea Group Publishing) / Assessment.
- Certified Behavioral/Emotional Transformation Specialist.
- Certified Trainer (ICCID, ICDV).
- Japanese Teacher (JICA Communication).

## BOOKS



Give And Be Rich



Sandbox Strategies For The New Workplace

## PITCH DECK

**Problem:** **\$ 700B** is lost annually in corporate North America due to workplace conflict.

- Decreased productivity
- Increased absenteeism
- Higher turnover rates
- Legal fees & set
- Burnout and m

**The Solution:**  
**THE SANDBOX™ SYSTEM**  
 Four-step process to resolve conflict and build leadership capacity:

1. **Excavate:** Dig out the roots of old conflict
2. **Cultivate:** Train people to take responsibility for change
3. **Elevate:** Create a solid plan with a shared vision
4. **Duplicate:** Ensure ROI with practice, action, and accountability

**Unique Approach**

- Uses relatable "The Sandbox" metaphor
- Focuses on resolving conflict from the inside out (team members learn to take responsibility, rather than pointing the blame)
- Combines Harvard training with industry certifications and years of practical experience

**Proven Track Record:**

- Helped thousands of participants gain skills for productive workplace relationships
- Clients include businesses and organizations in all industries, Canada and USA

**Service Offered:**

- Conflict Management Programs
- Workplace Restoration
- Team Building
- Leadership Development
- Keynotes and Webinars

**THE SANDBOX™ SYSTEM** with Penny Tremblay  
*Building Peaceful, Productive and Profitable Workplace Relationships*

www.pennytremblay.com

## TESTIMONIAL

Penny spoke at our 2025 NorthEast Contact Center Forum in June 2025. Working with Penny pre, during and post conference was the best experience I could have asked for. She immersed herself in the content we were looking for and the end result was an engaging and insightful presentation that struck the perfect balance between real world examples and actionable strategies. I especially appreciated how Penny addressed challenges and provided useful tools both from the team member's perspective but also the leaders angle as well. This made the session feel practical and forward-thinking and her energy kept the audience engaged throughout!



### Stacey Swim

Board Member - Event Planner | NECCF  
sylvieswim6@gmail.com +12073180364

## REFERENCES



### Erin McGinnes

VP Customer Information Center Manager  
Corner Stone Bank  
emcginnis@cornerstonebank.com



### Shelley Regin

Senior Vice President of Marketing and Public Relations  
Country Bank | sregin@countrybank.com  
800-322-8233



### Lisa Bernard

Director of HR | Raw Seafoods Inc, & RI SHRM Program Director  
lisa.bernard@icecubecoldstorage.com  
(508) 982-5974