



## 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 – A Modern Approach to Workplace Challenges,”*** with a high-energy stage presence, dynamic movement, expressive gestures, and engaging storytelling that keeps audiences fully immersed.

She uses humor, intentional pauses, and interactive moments to create a memorable experience while bringing her **Sandbox System™** methodology to life through practical demonstrations and relatable examples. Blending her Harvard PON mediation expertise with real-world tools such as 5-step conversation models, emotional scale frameworks, and actionable worksheets, she equips leaders with clear strategies to navigate conflict and strengthen workplace relationships.



# 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 the conflict
2. **Calibrate:** Train people to take responsibility for their actions
3. **Share:** Create a solid plan with a shared vision
4. **Practice:** Practice 900+ 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 tension into 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
- W** 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**

**#5 - GET EVERYONE ENTANGLED**

**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](#)

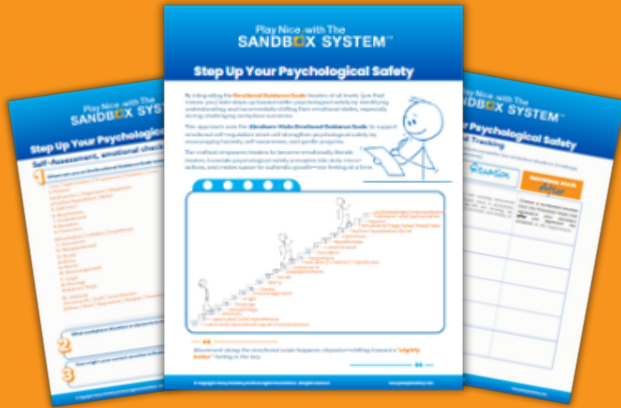
Play Nice in the **SANDBOX** with Penny Tremblay

**Collaborating in a Multi-Generational Workplace**

UNLOCK THE POWER OF GENERATIONAL DIVERSITY WITH PENNY TREMBLAY

12 Page White Paper

www.pennytremblay.com

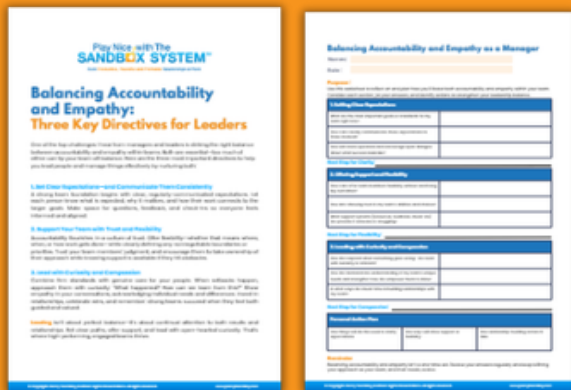
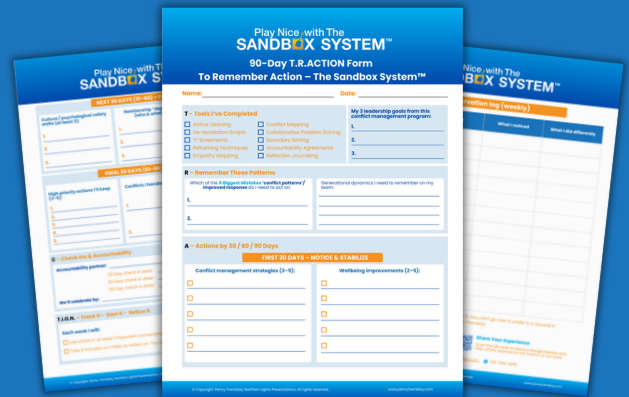


## Psychological Safety – 13 Risk Factors

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.

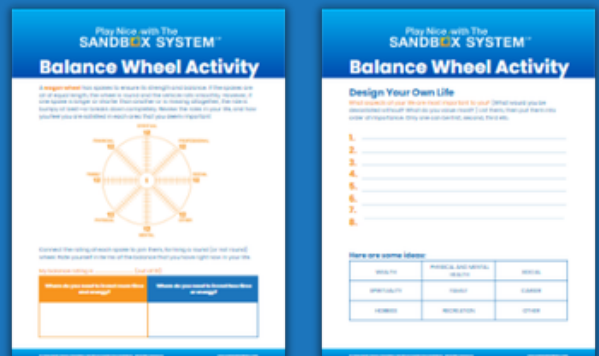


## Balance Accountability and Empathy Form

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

**What has increased?** Productivity, communication, and the ability to resolve conflicts in the workplace. Respondents who completed the Sandbox System reported an increase in their overall well-being, as well as satisfaction with their work environment, as a result of using the Sandbox System. Respondents who completed the Sandbox System reported an increase in their overall productivity, as well as their ability to manage conflict in the workplace. Respondents who completed the Sandbox System reported an increase in their overall communication skills, as well as their ability to resolve conflicts in the workplace. Respondents who completed the Sandbox System reported an increase in their overall conflict resolution skills, as well as their ability to resolve conflicts in the workplace.

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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.
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[www.pennytremblay.com](http://www.pennytremblay.com)

**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.

- Global recognized, with Harvard Business Review, Forbes, and Entrepreneur Magazine. Certified, Franchise 500, and a top 100 franchise opportunity.
- Recognized in a leading psychology journal, emotional intelligence, and real-time career multi-generational and diverse teams.
- Proven delivery of live, hybrid, and in-person to meet any needs and needs.
- Documented for measurable results in learning organizations, time, cost, and ROI resulting from unresolved conflict.

**100% Virtual members use the Sandbox System™**

**88% Conflict-Related Team Communication**

**75% Report a Reduction in Disruption**

**100+ orgs strategically pulled in to help European organizations drive sustainable growth, workplace resilience, and leadership excellence, while addressing workplace digital disruption.**

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

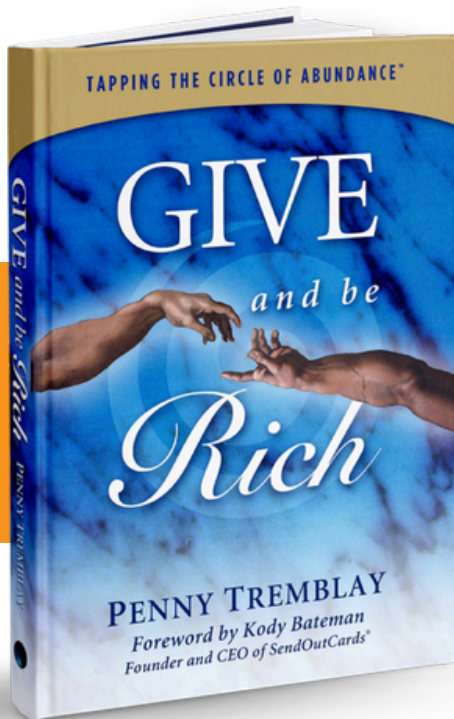
**Penny Tremblay, Workplace Relationships Expert**

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 helped teams and organizations improve productivity and profitability in the workplace.

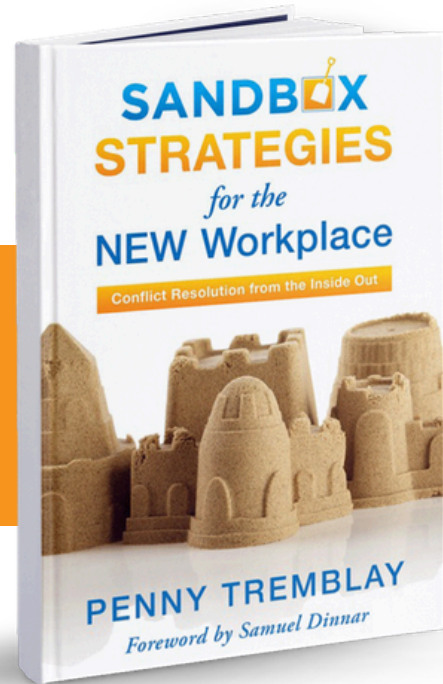
- Author of the book, *Conflict Resolution: A Practical Guide to Resolving Workplace Conflicts*
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## BOOKS



Give And Be Rich



Sandbox Strategies For The New Workplace

## PITCH DECK

**\$ 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!



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## REFERENCES



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