

# HOW TO HANDLE **EMOTIONALLY CHARGED** **SITUATIONS** IN THE WORKPLACE



**MEET CONFRONTATION HEAD ON, REPAIR DAMAGED RELATIONSHIPS  
AND TRANSFORM COMPETITIVENESS INTO COOPERATION**

- ◆ How to uncover hidden resentments and learn what's *really* bugging you or others
- ◆ The "escalation scale:" what it is and how you can use it to keep disagreements from turning into arguments
- ◆ Three special situations in which you should avoid a confrontation at all costs
- ◆ Is it a put-down or constructive criticism? How to easily tell the difference
- ◆ Steps you can take right now to repair relationships damaged by past conflicts
- ◆ "Emotional first aid!" Innovative practices to help you get control in the crucial first moments of a crisis
- ◆ How to transform the negative energy of anger into a positive, productive force — the secret is "channeling"
- ◆ Antagonists, blamers, complainers ... set yourself free from the traps these tough people set for you
- ◆ Crisis communication — talk your way through even the nastiest conflicts to reach an acceptable compromise



EXPRESS CODE

**910414**

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# THINK ABOUT IT:

## *Calculate the heavy cost of unmanaged conflict*

**Be honest.** Has uncontrolled anger, excessive conflict or unchecked emotion cost you? Has the price been overwhelming anxiety and stress? Damaged relationships? Poor productivity? Lack of cooperation and teamwork? Tension at home? A stalled career? Loss of self-respect?

If you have the courage to admit the cost has been too great, we have **life-changing** answers for you. This powerful one-day seminar presents an exciting, innovative, solution-driven approach to managing the inevitable conflicts that arise at work and at home. You'll discover practical, proven alternatives you can use in even the most difficult, frustrating situations.

Conflict, strife and opposing points of view are part of the workplace and part of life — and you can't change that. But you can change the way you react to and manage conflict when it does occur. After this dynamic, **transforming** seminar, you'll experience an incredible, positive change in yourself (and everyone around you will notice it, too)!

**Enroll today** and learn to be the master of your own emotions and the calm in the center of the storm. Just visit our website at [www.pryor.com](http://www.pryor.com) or call toll-free to register (or fax or mail the included registration form on page 8). This powerful seminar will change your life for the better — guaranteed!

### **You'll discover:**

- How to recognize a problem situation long before it reaches the crisis stage — and avert it entirely!
- The secret to keeping poise and control when everyone around you loses it!
- Escape routes from the traps of infighting and backstabbing.
- Tips for applying “emotional first aid” — be able to save yourself when you feel your emotions are spinning out of control!
- Ways to repair damaged relationships — at work, at home and with anyone.
- How to meet conflict and disagreement head-on and reach a positive outcome for everyone involved.
- What it takes to keep your own cool and prevent others from losing theirs!

### **FREE DIGITAL RESOURCES FOR EVERY PARTICIPANT**



Your registration includes a variety of seminar resources that highlight pertinent information. These materials are offered digitally—making learning interactive and easily accessible. Reference these materials time and time again to recall key points and problem solve.

**STOP** *letting crisis and conflict overrun important issues and goals.*

**START** getting what's important to you without having to fight for it! You'll discover how to resolve conflicts without creating winners and losers, how to forge a compromise you can live with and how to transform competitiveness into cooperation. It's all easy to do if you employ workable techniques for communicating through a conflict.

**STOP** *inflicting damage through anger.*

**START** harnessing the power of anger for positive achievement! You'll learn approaches for expressing your anger constructively. Find out how to channel your anger and use it as a powerful, motivating force. Know the difference between healthy and harmful anger, and learn when to express it and when to suppress it.

**STOP** *hiding from difficult people or situations.*

**START** meeting any person or any confrontation head-on and with confidence. Antagonists, "negaholics," sarcastics, blamers — don't get mad, get enlightened! Straight from the experts, learn how to face these tough personalities with confidence and composure. You'll be the master of your emotions and never allow yourself to be manipulated, intimidated or provoked again.

**STOP** *ruining and straining relationships.*

**START** building trust, respect and mutual understanding. If anger, conflict and turbulent emotions have damaged the relationships important to you, we'll give you the tools you need to get back on track. You'll stop worrying about placing blame and start taking a positive lead — with coworkers, managers, your spouse, your children. Even if there's just one relationship you need to heal, this rejuvenating seminar can help you do it.

**STOP** *getting into confrontations that don't solve problems.*

**START** communicating your way through conflict to resolve disagreements. You'll get your point across without losing your cool, and people will really listen to what you're trying to say! You'll manage disagreements to solve problems, instead of creating even bigger, more difficult obstacles. If you've ever suffered through an unpleasant confrontation that solved nothing, this seminar is just what you've been waiting for!

**STOP** *harboring the resentment, envy and retaliation fantasies that are "eating you alive."*

**START** closing the door on past transgressions and begin anew! If you've ever caught yourself stewing and seething in silence, this day will liberate you! You'll overcome the self-defeating behaviors and habits holding you hostage and resolve even long-standing resentments and perceptions once and for all. It's like lifting the weight of the world off your shoulders!

**STOP** *allowing criticism to wound your ego and subvert your effectiveness.*

**START** handling — even benefiting from — any fault-finding that comes your way. Once you know the difference between constructive criticism and a put-down, you'll never again take it the wrong way. You'll even learn a few tricks for turning negative criticism into useful feedback — try this fantastic technique on the "blamer" in your life!

# HOW TO HANDLE EMOTIONALLY CHARGED SITUATIONS IN THE WORKPLACE



## WHAT YOU'LL LEARN:

9:00 a.m. – 4:00 p.m.

### STEP 1: Assess Your Attitude

- Is repressing your anger unhealthy? Not necessarily! And we'll dispel three other common assumptions you may have about anger.
- Self-destructive behaviors: Find out how you can be your own worst enemy.
- Stress and anger: Identify and eliminate your own destructive triggers.
- How your individual personality drives your emotional responses.
- Over-competing: Is a too-competitive attitude leading you into conflict?
- Moralizing: Find out if this common pattern is preventing you from understanding other points of view.
- No one *makes* you feel ... you *choose* how you feel. Step-by-step, how to choose the most positive, productive emotions.

### STEP 2: Manage Your Own Anger and Emotions

- 18 physical symptoms of anger: recognize them, and you'll be able to warn yourself of an impending emotional surge.
- Environmental triggers: Learn how noise, crowds, heat, waiting and other external factors can generate an emotional outburst.
- Placing blame: how this common, destructive habit can lead you to disaster.
- How to admit your anger without losing your composure! The constructive, professional way to say, "I'm mad!"
- Are you chronically angry? A quick self-assessment to determine whether your anger has taken you "over the edge."
- How to relax — quick! You need just five minutes to relieve the tension and anxiety of conflict.

- The "Diversion Perversion:" find out if you're unloading your negative emotion on people who don't deserve it, taking it home or letting it fester.
- "Channeling" the force: how to convert anger and negative emotion into motivation, direction and enlightenment.
- Three perceptions that precipitate anger and how you can actually control your anger by changing your perceptions of people and situations.
- Desensitization strategies: the key to controlling your emotions, instead of letting them control you!

### STEP 3: Respond to Negativity in Others

- The very first thing you should do when someone blows up.
- How customer service pros handle anger — a two-step process that has proven its effectiveness again and again!
- Managing the antagonist — how to keep others from picking fights with you.
- Sinister sarcasm: how to deal with someone who veils insults with flattery.
- How to respond to put-downs — you'll keep your self-esteem intact without making the situation worse.
- Facing the out-of-control person: three immediate steps to help someone regain composure.

### STEP 4: Learn Conflict Management Strategies

- Exposing the root of a conflict: five conflict categories to help you understand what's really bugging you or others.
- A conflict framework to guide you, step-by-step, to a positive confrontational encounter.
- Three situations in which you should avoid a confrontation at all costs.

- The “Escalation Scale:” how to prevent disagreements from developing into arguments.
- When a situation is too hot to handle: how to make a quick exit until you can get your emotions under control.
- Two techniques to help you turn off the tears (and what to do when you absolutely can’t).
- Two subtle signals that unspoken issues are the real cause of a conflict.

## STEP 5: Communicate Through Conflict

- Everybody wins! A proven strategy to resolve a conflict with no losers.
- How to establish trust even when everyone’s suspicious!
- Five easy tools to cut through anxiety and tension and get your point across calmly and rationally.
- Stand your ground or walk away? How to see the right course of action through the cloud of emotion.
- How to follow up a confrontational situation (this effective strategy virtually guarantees no lingering resentments!).
- Politically smart moves: handling confrontations that involve your boss, higher-ups or important clients.
- How to tell the difference between a put-down and constructive criticism.
- The single most important key to turn a competitive encounter into a cooperative one.
- Assertiveness: Learn when this approach will harm you more than help you.
- How to know when you should compromise.

## STEP 6: Build Positive Relationships

- Three vital ingredients for rewarding, successful relationships.
- Anger and gender: Separate the myths from the facts on men, women and anger.
- Envy, resentment and backstabbing: how to get rid of these destructive emotions and enjoy honest, “aboveboard” relationships.
- Getting rid of “old hurts” — a logical process for starting fresh in a damaged relationship.
- Having fantasies of retaliation? Find out why this hurts you and how to clear yourself of resentment and buried anger.
- Beyond the office: Learn how to prevent anger and confrontation from ruining relationships with your spouse, family and friends.

## SHOULD YOU ATTEND?

### *Find out with this quick self-test!*

*Check each statement you feel describes you.*

- I avoid conflict, rather than face it head-on.
- I sometimes overreact and regret it when things cool off.
- I seem to rub people the wrong way but don’t understand why.
- I avoid dealing with difficult, aggressive people.
- Unmanaged conflict prevents me from forging solutions and solving problems.
- Negativity, frustration, backstabbing or resentment makes my life miserable.
- I misdirect my anger — taking out frustrations on family, friends, even myself.
- I have regrets about unpleasant confrontations but still am not sure what I should have done differently.
- The stress of unresolved conflict is beginning to affect my health and emotional well-being.
- I am frustrated because people don’t seem to listen to me.
- I am intimidated and back down when challenged by bullies, antagonists or manipulators.
- I react to criticism with defensiveness, hostility or anger.

### SCORING

Score 1 point for each statement you’ve checked.

**Total 8 or more: DANGER!** Unless you improve your conflict-management skills, you could easily jeopardize your career and your relationships. Stress and tension may be affecting your physical health. Enroll today to halt a potentially dangerous situation!

**Total 5-7:** You will experience difficulty reaching your goals if you don’t improve your conflict management skills. Enroll today to prevent an unmanageable situation from developing!

**Less than 5:** You have some positive conflict-management skills in practice — but even one “YES” answer indicates room for improvement! This seminar will help you enhance and refine your conflict management skills and increase your productivity and effectiveness.

### Guaranteed Results

All of our seminars are **100% SATISFACTION GUARANTEED!** We’re confident this seminar will provide you with tips and techniques to successfully manage conflict and confrontation. If for any reason you are dissatisfied, send us a letter (Attn: Customer Relations) within 30 days of your seminar attendance stating the reason you were not satisfied, and we’ll arrange for you to attend another one of our seminars or receive a full refund — *hassle-free*.

**DON'T READ THIS UNLESS YOU'VE DECIDED NOT TO ATTEND.**

Dear Friend,

If you can relate to the difficulties of managing conflict and anger, but you've decided against attending this seminar even after reviewing all of the benefits you'd enjoy, I urge you to think again. Will you be left with regrets after the next conflict you face? Can you honestly say the valuable conflict management skills and techniques available to you at this training wouldn't make you happier, more effective and more productive?

Here is what one attendee told her seminar leader after the training: "To be honest, my boss insisted that I attend; I felt resentful, hurt, guilty and angry. Isn't that ironic?" she laughed. "Did he think I couldn't control myself? Did he believe I was the cause of conflict? After what I've learned today, I feel like he's saved my life! Now I know how to get off the emotional roller coaster I've been on. Now I know that no one can make me angry — I can rationally choose how to respond. The pressure, the stress, the tension — I knew I needed to get rid of it, but now, I really know how. I can't wait to face tomorrow, and to thank my boss!"

Now ask yourself: How much more could I accomplish, how much better would I feel, how much would my relationships improve if I possessed this knowledge? Be honest — are you dreading the next seemingly inescapable conflict, avoiding situations you should face or letting your emotions get the best of you? If you see any part of yourself in the story above, take just a moment to look over the program outline. As you do, think about how your life would improve — at work and at home — if you choose to attend this one-day seminar. Then visit our website at [www.pryor.com](http://www.pryor.com) or call toll-free and enroll. I guarantee you won't regret it!



Fred Pryor, Founder

P.S. for Managers and Supervisors: It took a lot of courage for that manager to take the first step and insist an employee attend. What about you? If you can see any of your employees would be better performers with the skills and techniques presented at this seminar, you owe it to them, yourself and your organization to take the initiative. Just do it! They, too, will thank you for it!

HOW TO HANDLE  
**EMOTIONALLY  
CHARGED**  
**SITUATIONS**



IN THE WORKPLACE

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## REGISTRATION INFORMATION

**Enroll Today!** Hurry, our seats fill *fast*. Guarantee your enrollment by paying your tuition today. You will receive a confirmation once your registration is complete. **Payment is due before the program.**

**Quick Confirmation!** To receive your confirmation within 48 hours, please complete the Quick Confirmation section of the registration form. Be sure to provide us with your email address and/or fax number.

### Cancellations and Substitutions

You may cancel your registration up to 10 business days before the program, and we will refund your tuition less a nominal cancellation fee. Substitutions and transfers may be made at any time to another program of your choice scheduled within 12 months of your original event. Please note, if you do not cancel and do not attend, you are still responsible for payment.

### Please Note

- You will be notified by email, fax and/or mail if any changes are made to your scheduled program (i.e., date, venue, city or cancellation).
- Walk-in registrations will be accepted as space allows.
- For seminar age requirements, please visit <http://www.pryor.com/faq.asp#agerequirements>.
- Please, no audio or video recording.
- You will receive a Certificate of Attendance at the end of the program.

### Continuing Education Units (CEUs)

Fred Pryor Seminars offers CEU credits based on program length and completion. Credits are issued according to the National Task Force for Continuing Education guidelines and approval is at the discretion of your licensing board. Questions or concerns should be directed to your professional licensing board or agency.

### Continuing Professional Education (CPE)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning are registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State Boards of Accountancy have the final authority on the acceptance of individual course for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.nasbaregistry.org](http://www.nasbaregistry.org). Fred Pryor Seminars and CareerTrack's Sponsor ID number is 109474. This course qualifies for 6 CPE credits.

### HRCI Recertification Credits (HRCI)

This program has been approved for recertification credit hours through the HR Certification Institute. For more information about certification or recertification, please visit the HR Certification Institute homepage at [www.hrci.org](http://www.hrci.org). This course qualifies for 5.5 HRCI recertification credits.

### Professional Development Credits (PDCs)

Fred Pryor Seminars and CareerTrack, divisions of Pryor Learning are recognized by SHRM to offer SHRM-CP or SHRM-SCP professional development credits (PDCs). This program is valid for 6 PDCs. For more information about certification or recertification, please visit [shrmcertification.org](http://shrmcertification.org).

### Completion & Continuing Education Certificates

To obtain a certificate documenting your completion and/or CEU, CPE, HRCI or PDC credits, please visit [www.pryor.com/certificate](http://www.pryor.com/certificate). Certificates will be available 10 days after your event has ended.

### Tax-Exempt Organizations

If you are tax-exempt, enter your tax-exempt number in Section 4 on the Registration Form. Please mail or fax a copy of your Tax-Exempt Certificate with your registration for payment processing.

### Tax Deduction

If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills related to employment or business, expenses related to the program may be tax-deductible according to I.R.C Reg. 1.162-5. Please consult your tax adviser.

## ONSITE TRAINING SOLUTIONS

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# HOW TO HANDLE EMOTIONALLY CHARGED SITUATIONS



## IN THE WORKPLACE

### DESPERATE FOR BETTER ALTERNATIVES?

- ◆ An alternative to **ANGER**: Channel your anger into a positive, productive, motivating force!
- ◆ An alternative to **CONFLICT**: Construct a framework for conflict management that keeps any disagreement "within bounds."
- ◆ An alternative to **FRUSTRATION**: Discover a fascinating way to transform conflict and competitiveness into cooperation and teamwork!
- ◆ An alternative to **STRESS & TENSION**: Learn a five-minute relaxation technique that will have you at peace and breathing easy in record time.
- ◆ An alternative to **OVERREACTION**: Use desensitization tips that enable you to control your emotional responses with your head (instead of your gut!).
- ◆ And dozens more superior alternatives! See inside!

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**YES!** I want to learn the most effective methods to manage conflict and confrontation! Enroll me today. Group discounts available; see page 7 for details.

**SEMINAR**

**1**

Seminar City: \_\_\_\_\_  
Seminar Date: \_\_\_\_\_ City Event #: 2 | 2 | | | |

**YOUR ORGANIZATION**

**2**

Organization: \_\_\_\_\_  
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City: \_\_\_\_\_ St: \_\_\_\_\_ ZIP: \_\_\_\_\_  
Tele: \_\_\_\_\_ Fax: \_\_\_\_\_  
Approving Mgr's Name:  Mr.  Ms. \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Email Address: \_\_\_\_\_  Business  Home  
 **Quick Confirmation** Please  email or  fax my confirmation to me within 48 hours.

**WHO WILL BE ATTENDING**

**3**

Mr.  Ms. \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Email (required): \_\_\_\_\_  Business  Home  
 Mr.  Ms. \_\_\_\_\_  
Job Title: \_\_\_\_\_  
Email (required): \_\_\_\_\_  Business  Home  
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**METHOD OF PAYMENT**

**4**

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**Note:** If you've already registered by phone, by fax or online, please do not return this form.  
**REGISTRATION FORM – HOW TO HANDLE EMOTIONALLY CHARGED SITUATIONS IN THE WORKPLACE**