Keys to Managing, Resolving, and Working Through Disagreements in the Workplace

You’ll learn to ...

• Handle confrontation calmly and professionally – eliminate fear, dread, or anxiety
• Strengthen workplace relationships by knowing how to work through issues
• Recognize symptoms of brewing conflict – so you can head it off before it explodes!
• Keep your emotions in check, even in tense and uncomfortable situations, so you appear poised
• Learn how to use disagreement to get what you want

Enroll online at NationalSeminarsTraining.com/YHTMC or call 1-800-258-7246.

Also Available on Demand. See page 7.
You Choose: Learn to Deal With Conflict … or suffer the potentially devastating impact of unresolved conflict.

Dear Professional:

I have a confession to make, and one I’ll bet you can relate to: I used to absolutely dread conflict of any kind. It’s true!

I couldn’t stand the thought of confronting someone over a work-related issue. I would either avoid confrontation completely or end up saying things I always regretted later. How I handled those situations cost me a lot in my professional and personal lives.

But that was before I mastered the conflict-resolution skills taught in How to Handle Conflict & Confrontation – a one-day workshop coming to your area soon.

Unresolved Conflict Can Cost You Plenty

If you dread confrontation, chances are you could be paying a heavy price, at the expense of your career success and personal happiness. In just one day, you can learn the rock-solid conflict-management skills you need to succeed on the job and get ahead in your career.

At How to Handle Conflict & Confrontation, you’ll discover how to get to the real cause of the problem … how to disarm disagreeable people … how to defuse tense situations … and how to handle anger (your own and others’). You’ll also learn “what to say when” scripts for specific conflict situations that arise at work, so you will NEVER be at a loss for the right words again.

Mastering Conflict-Resolution Skills Will Change Your Life

The skills and tips you’ll get at this workshop will change your life and put you in a position for amazing career success. You’ll gain more cooperation from others, strengthen workplace relationships, enjoy your job more, be more productive, decrease your stress, and earn the respect of everyone you work with.

This program worked miracles for me, and it can do the same for you. Attend this workshop and you’ll never again be reduced to hiding, avoiding, and blowing up during conflict and confrontation. Instead, you’ll resolve it quickly, confidently, and professionally.

Sincerely,

Susan Enyeart
Director of Curriculum

P.S. A training opportunity this important is too good to keep to yourself. Bring your coworkers and save a bundle: When 3 enroll, the 4th attends FREE!

12 Big Ways You’ll Benefit

1. Handle confrontation calmly and professionally, without fear, dread, or anxiety.

2. Never again lose your cool when you’re involved in conflict.

3. Significantly strengthen workplace relationships by knowing how to work through disagreements.

4. Recognize symptoms of brewing conflict – and head it off before it happens.

5. Shut down backstabbers and those who spread gossip about you and others.

6. Know exactly what to say when someone puts you down or criticizes you unjustly in front of others.

7. Work through differences with your boss for win-win results.

8. Confront the annoying behavior of others without angering or offending them.

9. Keep anger, tears, and unwanted emotions in check at all times.

10. Know how to defuse an angry person so the situation doesn’t escalate.

11. Use disagreement as a tool to strengthen your team and improve cooperation.

12. Earn respect throughout your organization, thanks to your newfound conflict-management skills.

“Taste like a weight has been lifted off my shoulders. Now I know what to do and won’t let my emotions ever get the better of me again.”

– J. Forsyth

“Amazing – practical – in a nutshell, this is the ONE training program that EVERYONE should attend!”

– M. Freemont

“I used to avoid dealing with conflict – not anymore! Today has been a real eye-opener! THANK YOU!”

– A. Abernathy

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Your Workshop Agenda

Workshop Hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

I. Understanding Conflict – and Why It Makes Us So Uncomfortable
- How fear of conflict can hold you back personally and professionally
- Recognizing why avoidance, power plays, pouting, and manipulation never resolve conflict
- The positive side of conflict: how you can benefit and grow from conflict

II. Conflict-Resolution Skills Guaranteed to Help You Work Through Disagreements
- Never place blame, and other big don’ts to avoid during conflict
- Negotiating secrets master diplomats use to resolve disagreements
- Critical steps that lead to agreement

III. Mastering Calm Confrontation: A Professional Approach That Will Improve Your Results Immediately
- Confrontation 101: how-tos for confronting someone in a calm, professional manner
- If anger or tears threaten: proven techniques for neutralizing your emotions
- How to respond when others try to drag you into an argument you don’t want to be part of
- Recognizing when it’s better not to confront

IV. Effectively Managing Your Anger – and That of Others
- Basic must-know facts about anger
- How to get your point across without blowing your top
- Keys to minimizing antagonistic behavior
- Tactics for defusing an angry person
- Crisis management: what to do when someone’s anger threatens to turn into violence

V. Handling Conflict and Confrontation in Specific Tough Situations
- Techniques for dealing effectively with backstabbing, ridicule, and malicious gossip
- What to do when you’re challenged or put down in front of others
- Tips for handling criticism without getting defensive or upset
- Power tips for handling various negative behaviors of difficult people
- “Kid-glove rules” for handling confrontations with customers or clients

VI. Effective Communication: Your Key to Minimizing Conflict and Resolving Disagreements
- Essential communication skills for resolving disagreements
- Conflict-escalating words that you should never use during confrontation
- End mixed messages with clear communication
- Assertive responses that can head off conflict before it starts
- Active listening skills that help you hear what’s really being said – and avoid misunderstandings

VII. Taking Care of No. 1 When the Stress of Conflict Takes Its Toll
- Recognizing the long-term health hazards of stress, anger, and unresolved conflict
- Identifying and dealing with toxic stressors that lead to conflict
- Quick de-stressing tips guaranteed to help you keep your cool
- Negative self-talk: how to eliminate internal dialogue that can sabotage your best efforts

NST Corporate Solutions

Bring How to Handle Conflict & Confrontation to Every Leader in Your Organization – Tailored to Meet Your Needs

If you want to accelerate your organization’s results in a very short time, there’s one thing that will make a more dramatic impact than anything else you can do.

Give every leader in your organization the skills it takes to effectively handle and eliminate conflict in your organization.

When you choose an On-Site solution from NST, you’ll be in complete control of your training day but we’ll do the work for you – from assessment to delivery.

- We’ll help you find a trainer from our 150+ roster who engages with your team, culture, and climate
- You choose a date and location that meets your needs.
- You tell us about your needs and we’ll tailor the program to match your goals.
- You get standardized, consistent training for everyone on your team.

For 30 years, NST has been providing training that delivers measurable results ... engages and inspires your team for maximum retention … and provides innovative content that meets your goals.

There’s simply no better way to get your team up to speed fast while getting every leader in your organization on the same page at the same time.

For more information or to receive a free needs analysis, call 1-800-344-4613 or email us at onsite@natsem.com.
This Seminar Is Also Available on Demand

We understand that sometimes the times and dates of live training are not convenient for you. That's why we make it easy for you to access the same great training you enjoy in our live seminars through our on-demand seminars.

How to Handle Conflict & Confrontation is now available on demand – which means you can learn where you want, when you want. Your paid enrollment in the on-demand seminar entitles you to one full year’s access to this seminar training.

Conveniently recorded in six modules (each lasting around an hour), this on-demand seminar makes it easy to build your skills one module at a time right from your home or office. You can even listen to the program as many times as you’d like to reinforce the learning.*

Interested in building your skills today? Then consider our on-demand training. Call 1-800-258-7246 or order online at NationalSeminarsTraining.com.

Item #BR-M99001

*Your on-demand access to the seminar is available for an individual; group training programs are available.

Enrollment Fee:

Group Discount: When 3 enroll from your organization, a 4th attends FREE. Group discounts apply to seminar registrations only and cannot be used for STAR12.

To Enroll ...

Register online at NationalSeminarsTraining.com/YHTMC

Call toll-free 1-800-258-7246

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Group Discount: When 3 enroll from your organization, a 4th may attend for FREE!

STAR12 Professional Edition – Only $499: STAR12 entitles you to unlimited access to all NST seminars (retail priced $499 or less) + Webinars, online courses and more for 12 months. Enroll today at joinSTAR12.com.

Check-in begins at 8:30 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what’s required. Call our CEU/CPE specialist at 1-800-258-7246, ext. 3100, if you have any questions.

Cancellation: If you cannot attend, you may send a substitute or receive full credit toward a future enrollment. For cancellations made 5 or more business days before the event, you may request a refund less a $10 enrollment fee. For enrollments made in conjunction with a STAR12 purchase, the STAR12 cancellation rules apply – visit the Information Center at NationalSeminarsTraining.com.

Tax Deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

FED ID #43-1576558
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