

**WHEN THE PRESSURE'S ON, PEOPLE RELY ON YOU TO STEP UP TO THE PLATE AND RESPOND WITH COOLHEADED CONFIDENCE.**

**THIS POWERFUL NEW SEMINAR GIVES YOU THE POWER TIPS YOU NEED TO COME OUT ON TOP WHEN THE HEAT'S ON HIGH.**

# How to Manage Emotions & Excel Under Pressure

**Few workplace skills are more important to your career than the ability to stand strong and calm under pressure, stress, and chaos.**

Chances are, every day you come to work, you stand a good chance of walking straight into a stressful, emotionally charged situation. Your skill at responding coolly, calmly, and confidently makes all the difference to your success.

This brand-new workshop delivers the all-important techniques and strategies that will help you come across as a level-headed, confident professional ... even if you're feeling emotions tugging away inside.

Don't miss this chance to build your confidence and emotional self-control. Make plans to attend this essential training today!

**Is this workshop for you?  
Take the quiz on page 3  
and know for sure!**



**Get unlimited seminars for one low price! See page 5.**

Register now online at [www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com) or call us at 1-800-258-7246

# Learn how to respond calmly and stay in control in tough workplace situations – for exceptional results!

**“This program is fast-paced, with a variety of concrete tools, which can be put into immediate action.”**

– S. Eastlack, Program Director

**“This program was positive and uplifting – something I will definitely put to use at work as well as home.”**

– R. Circiriello, Office Manager

**“Worthwhile ... useful principles for managing difficult situations ...”**

– S. Anderson, Pay and Property Assistant

**“One of the best seminars I have ever attended.”**

– K. Engle, Corporate Account Manager

**“Very dynamic, enlightening ... and powerful!”**

– M. Hawkins, Assistant Manager

**“This is an emergency kit for life.”**

– P. Eckton, Secretary

Ever been in a situation at work where you “lost it” – whether you got angry, started to cry, felt your face flush crimson, said something you regretted, or said nothing at all and then were mad at yourself the rest of the day because of it?

**If you’re like most professionals, you’ve been there, done that, and wished you’d handled the situation a lot differently.**

That’s why we’ve developed *How to Manage Emotions & Excel Under Pressure*. This phenomenal new workshop is designed specifically to arm you with the skills you need to maintain emotional control at work – and to manage the negative emotions of others. Never again will frustration, anger, anxiety, tears, or disappointment damage your professional relationships, tarnish your reputation, or ruin your job satisfaction.

## **Say Good-bye to Second-Guessing Yourself – and Save Time and Energy**

How much valuable time do you waste wondering if you could have reacted more professionally, if you should have said something else – and would have, if only you’d known how to respond differently – or if you should have kept your mouth shut altogether? Attend this powerful workshop and you’ll have at your fingertips the perfect response to emotionally charged situations, ready to bring you positive results every time.

## **Overcome Self-Defeating Reactions – and Watch Your Career Soar!**

You’ll discover which emotions could be holding back your career, which ones stress you out most, and how to harness these emotions so they’ll no longer sabotage your success. You’ll also learn simple tools and exercises for changing how you react to hot-button issues that can trigger your negative emotions.

What’s more, you’ll master step-by-step how-to’s for dealing with typical workplace situations, like when a co-worker lashes out at you or makes a snide remark ... when an employee you’ve just fired cries ... when you’re berated by a customer ... or unfairly criticized by your supervisor.

## **Handle Emotionally Charged Situations Confidently and Professionally**

Obviously, we can’t promise you’ll never feel angry or frustrated at work again. You will – that’s a given. But after you attend this workshop, you’ll be equipped with the skills you need to turn those intense emotions into positive energy, which is guaranteed to give you better results in every exchange with others.

Why let your emotions control you when you can learn to control them – in just one day? Enroll right now at [www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com) or call 1-800-258-7246. Expect to look back on your day of learning as a turning point in your life.

# How You’ll Benefit ... The Skills You’ll Learn Will Make You More Effective Every Day!

## **1. Build More Supportive Workplace Relationships**

Regardless of what your position is, your success largely depends on the quality of your workplace relationships. Having the ability to maintain emotional control is your key to getting others to respond positively to you ... and to gaining their support. This workshop is your opportunity to develop the skills you need to maintain the productive workplace relationships that are so essential to your career.

## **2. Be More Productive ... and More Effective**

Self-sabotaging behaviors can really bog down your productivity level at work and at home. Discover what behaviors could be holding you back (keeping silent or blowing up, for example) and how to overcome them once and for all.

## **3. Eliminate Many of the Conflicts in Your Life**

Nothing is more strenuous to your day than dealing with conflict – and unfortunately, when two or more people work together, it’s bound to arise. Learn how to stay calm, cool, and in control – even when someone’s pushed all your “hot buttons.” The result will be fewer conflicts in your life and an overwhelming sense of mastery and confidence in yourself.

## **4. Reduce Stress – and Increase Your Satisfaction at Work AND Home**

Let’s face it: There’s a lot of stress that comes from knowing you should be doing something better but not knowing how to. It’s frustrating. It’s demoralizing. And it makes your life a lot harder than it has to be.

**Learn how to take control of your life and achieve whatever you set out to accomplish. Your stress level will instantly shrink, and you’ll become a happier, more fulfilled person.**

## **Our Risk-Free Guarantee Makes It Easy**

We so strongly believe in the power of this program that we stand behind it with our guarantee of satisfaction. If, at the end of this training program, you haven’t learned new techniques for managing your emotions, how-to’s for handling others’ negative behavior and more, we’ll refund your tuition in full – 100% guaranteed.

# Is This Workshop for You? Take This Quiz and Find Out!

- Has your anger ever ruined a workplace relationship?
- Is getting motivated hard for you?
- Do you dread the thought of handling conflict and confrontation?
- Do you spend time feeling hurt, angry, worried, anxious, inadequate, guilty?
- Do you play the “should’ve, could’ve, would’ve” game after every encounter?
- Does the thought of getting one more project put you over the edge?
- Are you at the point where even the smallest thing upsets you?
- Is your stress level at an all-time high?

If you answered “yes” to even one of these questions, this workshop is exactly what you need to bring confidence, stability, and control back into your life.

Managing emotions is an essential skill for finding happiness, boosting productivity, and positioning yourself for career advancement and satisfaction. You have the power to control your emotions – you simply have to enroll in this workshop, and we’ll show you how.

**“Excellent presentation of a complex topic. Material handled expertly – very effective communication style.”**

– R. Gardpipe, Supervisor

**“I look forward to using the techniques mentioned in today’s seminar and plan to make them a priority in my daily life.”**

– M. Sevier, Senior Marketing Planner

**“Enjoyed the seminar very much. Never a boring moment – thoroughly educational.”**

– V. Rhiner, Manager

**“Excellent in all aspects! Best I’ve ever attended.”**

– K. Russell, Secretary

# Your Comprehensive Workshop Agenda

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

## Master Powerful Techniques Based on Proven Behavior-Modification Methods

This workshop incorporates some of the most respected theories and concepts from the fields of sociology, psychology, education, and medicine.

You'll gain more than a dozen behavior-modification techniques so you can choose from a full complement of tools to suit your unique personality and address your unique challenges.

Plus, we selected these tools because they are practical and easy to implement. You'll see results immediately – we guarantee it.

### Train With a Team and Save

We believe so strongly in the power of team training that we offer you a special discount to help make that happen: When 3 from your organization enroll, the 4th enrollment is FREE!

### I. Understanding the Emotions That Hold You Back

- The positive and negative effects of emotions in the workplace
- Changing how you respond, even when your mind doesn't want to
- How to neutralize paralyzing emotions
- Overcoming tears, anger, rage, and self-pity
- Getting your point across without losing control

### II. Preparing for Confrontation and Other Tough Situations

- Getting to the real issues – defining the problem
- 7 principles for maintaining positive relationships during disagreements
- Building a trust framework
- 4 steps for getting beyond the fear of confrontation
- The top 5 times when you shouldn't confront
- What to do when you face the impossible

### III. Navigating Your Way Through Conflict

- Understanding the 4 causes of conflict AND how to defuse them
- 10 conflict-resolution skills everyone should know
- How to deal with conflict-related stress
- 5 emotional myths that handicap your conflict-resolution style
- The 3-step ACE method of conflict resolution
- 3 growth opportunities that conflict offers and how to benefit from them

### IV. How to Deal With Others' Negative Emotions

- 7 keys to richer relationships

- How-to's for dealing with backstabbing, gossip, and resentment
- Active-listening skills guaranteed to give you the upper hand
- Constructive confrontation for when the other person is mad
- Coping with crisis – even when everyone loses control
- Minimizing antagonistic behavior

### V. Communication Skills for Dealing With Emotionally Charged Situations

- The 3 C's of conflict communication
- 4 keys to direct communication, and some habits you may want to break
- Improving your indirect communication
- Savvy speaking skills for getting through tense situations
- How to resist the "hardball" tactics that shut down communication

### VI. Dealing With the Big "A": Anger

- Understanding the three dimensions of anger
- 4 facts you must know about anger
- The 4-stage anger management strategy
- 3 ways to deal with anger appropriately
- Unacknowledged anger: What to do with a ticking time bomb

### VII. Achieving Emotional Balance for Phenomenal Success

- A 5-step process for reclaiming your self-esteem
- Self-talk: Could what you're telling yourself be getting you nowhere?
- Stress and burnout: How to keep them at bay
- How-to's for handling your emotions in every situation

### SPECIAL SECTION:

## Dealing With Stress on the Job:

### The Great American Career Killer

The special section of this workshop agenda deals with how to handle the stressful situations that come at us every day.

You'll learn how to cope with, handle, and work through high-stress situations so that you come out on top every time. You'll get more done, be happier on the job, AND be the envy of everyone in your office!

- Discover the critical keys to making sound decisions, even under intense pressure
- Find out if there is a perfectionist working in your office – maybe right behind your desk – and how to change that
- Learn unique time-management techniques guaranteed to add hours to your day
- Use easy delegation techniques that "clone" you and multiply your effectiveness
- Find out if they're asking too much of you and what you can do about it
- Are you agreeable or dependable? Confusing the two can spell disaster – find out here
- How to use the stress-management strategy of "coping" on and off the job

You don't have to be a victim of day-to-day job stressors anymore. When you attend this powerful, life-changing session, you'll have even greater control of your emotions, be more successful, and, most importantly, have less stress! Enroll today at

[www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com) or call 1-800-258-7246.

Bring This Training On-Site ...

## Enterprise Learning Solutions

In addition to *How to Manage Emotions & Excel Under Pressure*, we can bring literally hundreds of other training programs to your organization from a wide variety of disciplines:

- Human Resources
- Management/Supervision
- OSHA
- Customer Service
- Communication
- Business Writing
- Productivity/Time Management
- Team Building
- And Much More!

Every learning program we deliver is tailored to meet your training goals and is integrated into your overall organizational strategy. To find out more, call 1-800-344-4613, e-mail us at [onsite@ruceci.com](mailto:onsite@ruceci.com), or visit us on the Web at [www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com)

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And more!

Purchase your STAR12 All-Access Pass today and you can attend *How to Manage Emotions & Excel Under Pressure* for FREE!

"STAR12 is SO worth the money ... you'd be crazy not to take advantage of this offer!"  
- L. Steadford, Houston, TX

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## HUGE DISCOUNTS FOR GROUPS OF 10+

If you have a group of 10 or more that would benefit from unlimited professional development – give us a call at 1-800-258-7246. We'll help you save a TON of money!

### To Enroll ...



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Or call toll-free 1-800-258-7246



Or fax the completed registration form to 1-913-432-0824



Or mail the form to  
National Seminars Training  
P.O. Box 419107  
Kansas City, MO 64141-6107

### 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 from your organization enroll, a 4th may attend for FREE!

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

**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, STAR12 cancellation rules apply – visit the Information Center at [www.NationalSeminarsTraining.com](http://www.NationalSeminarsTraining.com).  
**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.

**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

## REGISTRATION FORM

### 1. Enrollment Fees

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 memberships.

**The STAR12 All-Access Pass – Only \$299**

Your STAR12 All-Access Pass entitles you to unlimited access to all STAR12 seminars, webinars, online courses, and more for 12 months. Use your STAR12 All-Access Pass to attend *How to Manage Emotions & Excel Under Pressure* for FREE!



### 2. Names of Attendees (Please Print)

(Please list additional registrations on a separate sheet and attach.)

1. Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event #: \_\_\_\_\_

2. Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event #: \_\_\_\_\_

3. Mr./Ms. \_\_\_\_\_ Title \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
City/Event #: \_\_\_\_\_

### 3. Company Information (Please Print) \*Phone required in case of last-minute changes.

Organization \_\_\_\_\_  
Address \_\_\_\_\_ Mail Stop \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

**Approving Supervisor: Mr./Ms.** \_\_\_\_\_  
E-mail Address \_\_\_\_\_  
\*Phone \_\_\_\_\_  
\*\*Fax \_\_\_\_\_

**Sign here** \_\_\_\_\_  
*\*\*This fax number will be used to send confirmation of your registration as well as to notify you and your organization of upcoming events in your area and provide you and your organization with special discount offers. By signing, you and your organization are giving permission for RUCEC to use your fax number for these purposes.*

### 4. Method of Payment

If you have registered by phone, please record your confirmation number here:  
\_\_\_\_\_

Check payable to National Seminars Training is enclosed

Charge to:  MasterCard  VISA  American Express  Discover  Diners Club  
Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_  
Signature \_\_\_\_\_

Bill my organization; Attn: \_\_\_\_\_  
(Note: Full registration fee due and payable prior to start of workshop)

Our purchase order is attached (government, educational, and health-care organizations only)

### 5. Important: Your VIP Customer Number

□□□□-□□□□□□-□□□□-□□□□

Fill in your VIP Customer Number as it appears above the name on the mailing label. (Record the number even if the label is addressed to another individual.)

SD, CT, and WV residents, please add applicable sales tax to your payment. If you are tax-exempt, enter your tax-exempt number here: \_\_\_\_\_ and attach a copy of your tax-exempt certificate.

## Workshop Schedule

Program hours: 9 a.m. to 4 p.m. Registration begins at 8:30 a.m.

VIP #919-118101-001

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Seminars for a Year!**  
*Details on page 5.*

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