National Seminars TRAINING

How to Handle CONFLICT & CONFRONTATION

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

- 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
- Discover how to use disagreement as a tool to actually get what you want
- Even work through differences with your boss for win-win results!

See page 3 for agenda.

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

End the Frustration of Dealing With Unresolved Conflict

Does the thought of getting into an argument make you tense and uncomfortable? Do you ever feel like you're walking on eggshells at work – that one wrong word could cause someone to blow up? Do you have to deal with backstabbing, gossip, rudeness, or coworkers who just can't get along? If there's unresolved conflict at your workplace – even if you're not directly involved – it can be an absolutely miserable experience. And if you dread confrontation, you could be paying a heavy price, not only in personal happiness – but even at the expense of your career!

Fortunately, it doesn't have to be that way!

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.

The tactics and techniques you'll learn in ***How to Handle Conflict & Confrontation*** will empower you! End the frustration and get ready to be more persuasive and feel more self-confident. Join us for an incredibly powerful day of training. Enroll today!

Your Training Day: Q&A, Networking, Application Learning

Get your questions answered by experts with real-world experience. It's a unique opportunity to ask specific questions and get practical advice about the scenarios you actually encounter every day.

Take advantage of networking opportunities. Meet other professionals as interested in their career growth and future opportunities as you are.

Application learning. Exercises, group discussions, and brainstorming sessions are a feature of all our courses – learn from the experience of others and come up with new answers together.

There are lots of ways to learn in today's world – but nothing compares to live training experience.

The STAR12 All-Access Training Pass Offers Unlimited Seminars for a Year – Only $299!

Get unlimited access to live seminars, webinars, and cutting-edge online training for an entire year, for only $299. Visit **www.joinSTAR12.com** or call **1-800-258-7246** for more information.

BRING THIS SEMINAR TO YOUR ORGANIZATION …

To find out more, call **1-800-344-4613**, email us at **onsite@ruceci.com**, or visit us on the Web at **www.NationalSeminarsTraining.com**.

Your Workshop Agenda

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

Understanding Conflict – And Why It Makes Us So Uncomfortable
- How fear of conflict can hold you back personally and professionally
- The positive side of conflict: how you can benefit and grow from conflict

Conflict-Resolution Skills Guaranteed to Help You Work Through Disagreements
- Negotiating secrets that master diplomats use to resolve disagreements
- Big don'ts to avoid during conflict

Mastering Calm Confrontation: A Professional Approach That Will Improve Your Results Immediately
- Confrontation 101: how-tos for confronting someone in a calm, professional manner
- Recognizing when it's better not to confront

Effectively Managing Your Anger – And That of Others
- How to get your point across without blowing your top
- Crisis management: what to do when someone's anger threatens to turn into violence

Handling Conflict and Confrontation in Tough Scenarios
- Techniques for dealing effectively with backstabbing, ridicule, or malicious gossip
- "Kid-glove rules" for handling confrontations with customers or clients

Effective Communication: Your Key to Minimizing Conflict and Resolving Disagreements
- Assertive responses that can head off conflict before it starts
- Conflict-escalating words you should never use during confrontation

Taking Care of #1 When the Stress of Conflict Takes Its Toll
- Identifying and dealing with toxic stressors that lead to conflict
- Quick de-stressing tips guaranteed to help you keep your cool

Visit www.NationalSeminarsTraining.com for your complete agenda.

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 passes. Group discount does not apply to on-demand seminars.

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 Handle Conflict & Confrontation*** for FREE!

To Enroll …

Register online at **www.NationalSeminarsTraining.com**

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!
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**.
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.

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National Seminars TRAINING
P.O. Box 419107
Kansas City, MO 64141-6107
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