

A ONE-DAY SEMINAR

How to Manage Conflict and Confrontation

Meet confrontation head on, repair damaged relationships,
and transform competitiveness into cooperation

In just one day, discover a better way!

- 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
- 3 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 that 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 communicating" – talk your way through even the nastiest conflicts to reach an acceptable compromise

 **FRED PRYOR SEMINARS**
1-800-556-2998

ENROLL TODAY!



Call
1-800-556-2998



Fax
913-967-8842



Online
www.pryor.com



Mail
Fred Pryor Seminars
P.O. Box 219468
Kansas City, MO
64121-9468

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 that 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 Web site at www.pryor.com or call **1-800-556-2998** to register (or fax or mail the included registration form). This powerful seminar will change your life for the better — guaranteed!

Enroll Today!

www.pryor.com or **1-800-556-2998**

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!

How to Manage
**Conflict and
Confrontation**

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 ... 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 that let you express 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 that are 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 one day will liberate you! You'll overcome the self-defeating behaviors and habits that are 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 that will enable you to turn negative criticism into useful feedback — try this fantastic technique on the "blamer" in your life!

How to Manage Conflict and Confrontation

WHAT YOU'LL LEARN:

9:00 a.m. – 4:00 p.m.

STEP 1: Assessing your attitudes

- Is repressing your anger unhealthy? Not necessarily! And, we'll dispel 3 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 deadly "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: Managing your own anger and emotions

- 18 physical symptoms of anger: know 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 5 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.
- 3 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: Responding to negativity in others

- The very first thing you should do when someone "blows up."
- How customer service pros handle anger – a 2-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: 3 immediate steps to help someone regain composure.

STEP 4: Learning conflict management strategies

- Exposing the root of a conflict: 5 conflict categories that help you understand what's really bugging you or others.
- A "conflict framework" that will guide you, step by step, to a positive confrontational encounter.
- 3 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.
- 2 techniques to help you turn off the tears (and what to do when you absolutely can't!).
- 2 subtle signals that unspoken issues are the real cause of a conflict.

STEP 5: Communicating through conflict

- Everybody wins! A proven strategy to resolve a conflict with no "losers."
- Trust: how to establish it, even when everyone's suspicious!
- 5 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.
- A course for compromise: how to know when you should "settle for less."

STEP 6: Building positive relationships

- 3 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 that will enable you to start 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.

Enroll Today!

www.pryor.com or 1-800-556-2998

Should you attend?

Find out with this quick self-test!

Check each statement that 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.
- 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 that this seminar will provide you with the tips and techniques you need 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 that 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 that 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 Web site at www.pryor.com or call **1-800-556-2998** 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 that 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!

Enroll Today!

www.pryor.com or 1-800-556-2998

How to Manage
**Conflict and
Confrontation**

Seminar Report Card

Why you'll give this course top marks

A+ Quality and Content

We cover the most essential, life-enhancing information in a fast-paced, one-day format that respects your time. We strive for the ultimate course balance, giving you key information you can use immediately — without complex details you don't want or need.

A+ Training Value

You'll get substantial returns from a small investment. Like every Fred Pryor seminar, *How to Manage Conflict and Confrontation* is value-driven and designed with your budget in mind. This is training that will pay, not cost.

A+ Convenience

You can make the most of your time and gain these considerable benefits without the hassle, inconvenience, and expense of travel. Our one-day format and extensive national seminar schedule ensure that professionals everywhere can attend at their convenience.

A+ Course Materials

You'll receive an invaluable workbook that's yours to keep — complete with content covered in the seminar, indispensable supplementary information, and plenty of room for your own notes. Everything you've learned will be right at your fingertips, ready for quick reference long after the seminar ends.

On-Site Training Solutions

Get the Results You're Looking For!

Bring our powerful, high-impact training programs to your organization and show your employees that you're serious about their professional growth and achieving critical organizational goals and objectives.

Choose From Over 150 Courses!

From management development to customer service, our comprehensive library of courses provides a learning experience that is engaging, interesting, and intriguing!

Tailor the Training to Meet Your Specific Needs!

We'll help you choose the appropriate courses for your organization and tailor each one to address your specific goals, issues, and scheduling concerns.

Maximize Your Training Budget!

On-Site Training allows you to train work groups, teams, and entire departments for less than the cost of traditional public seminars or other training options.

Give your staff the skills, knowledge, and confidence they need to meet tough workplace challenges head-on, realize their full potential, and perform at their peak.

For a free consultation, visit us online at www.pryor.com
or call us at 1-800-944-8503 today!

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 e-mail address and/or fax number.

Program Schedule

Check-in: 8:30 a.m. – 9:00 a.m.
Program: 9:00 a.m. – 4:00 p.m.

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 that if you do not cancel and do not attend, you are still responsible for payment.

Please Note

- You will be notified by e-mail, 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.
- Please, no audio or video recording.
- Lunch and parking expenses are not included.
- Dressing in layers is recommended due to room temperature variations.
- You will receive a Certificate of Attendance at the end of the program.

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.

Continuing Education Credit

Fred Pryor Seminars offers Continuing Education Credits that are 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 and concerns should be directed to your professional licensing board or agency.

Update Your Contact Information!

Simply make corrections to the mailing label on the back page of this brochure. Mail corrections to P.O. Box 413884, Kansas City, MO 64141-3884, or fax to 913-967-8842. We'll change our records for the very next update. Thanks!

Copyright 2010

How to Manage Conflict and Confrontation



FRED PRYOR SEMINARS

P.O. Box 219468
Kansas City, MO 64121-9468

a division of PARK University Enterprises, Inc.

NONPROFIT ORG.
U.S. POSTAGE
PAID
Park University
Enterprises, Inc.

To update your contact information, see page 7.

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 5-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!

ENROLL TODAY!



Call
1-800-556-2998



Fax
913-967-8842



Online
www.pryor.com



Mail
Fred Pryor Seminars
P.O. Box 219468
Kansas City, MO
64121-9468

YOUR VIP# IS: WINQ

When registering, please do not remove the mailing label.

<input type="checkbox"/> 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.		ID# 910414
1	SEMINAR Seminar City: _____ Seminar Date: _____ Event #: _____	
2	YOUR ORGANIZATION Organization: _____ Address: _____ City: _____ St: _____ ZIP: _____ Tele: _____ Fax: _____ Approving Mgr's Name: <input type="checkbox"/> Mr. <input type="checkbox"/> Ms. _____ Job Title: _____ E-mail Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Quick Confirmation Please <input type="checkbox"/> e-mail or <input type="checkbox"/> fax my confirmation to me within 48 hours.	
3	WHO WILL BE ATTENDING <input type="checkbox"/> Mr. _____ <input type="checkbox"/> Ms. _____ Job Title: _____ E-mail Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Mr. _____ <input type="checkbox"/> Ms. _____ Job Title: _____ E-mail Address: _____ <input type="checkbox"/> Business <input type="checkbox"/> Home Please list additional names on a separate sheet.	
4	METHOD OF PAYMENT Important: Send your payment now. Tuition is due before the workshop. Please make checks payable to Fred Pryor Seminars and return form to: P.O. Box 219468, Kansas City, MO 64121-9468. Our federal ID# is 43-1830400 (FEIN). Please check one of the following: 1. <input type="checkbox"/> Registration fee enclosed. Check # _____ Amount \$ _____ 2. <input type="checkbox"/> Our Purchase Order is attached. P.O. # _____ 3. <input type="checkbox"/> Bill my organization. Attention: _____ 4. <input type="checkbox"/> Charge to: <input type="checkbox"/> AmEx <input type="checkbox"/> Discover <input type="checkbox"/> MC <input type="checkbox"/> Visa Exp. Date: _____ Acct. #: _____ Card Holder's Name: _____ Tax-Exempt #: _____ Please attach a copy of your Tax-Exempt Certificate for payment processing.	

Note: If you've already registered by phone, by fax, or online, please do not return this form.

REGISTRATION FORM — How to Manage Conflict and Confrontation