

How to Handle Emotionally Charged Situations in the Workplace

Can your organization afford to ignore uncontrolled conflict and confrontation?

Today's workers are faced with greater — and potentially riskier — challenges than ever before. Opposing points of view, coupled with high levels of stress, can lead to anger, conflict and confrontation between people, both at work and home. The heavy cost inflicted on organizations due to low morale, absenteeism, lack of cooperation and poor productivity can be devastating.

Stopping conflict before it starts is critical to success. The first step is helping people understand what triggers their anger. This one-day seminar helps individuals assess their own personal attitudes and better understand the negative impact of self-destructive behaviors.

Your employees will learn how to build successful relationships, resulting in increased trust, harmony and teamwork. They'll gain strategies for remaining calm, clear-headed and positive even in the face of the most difficult circumstances or challenges. And they will learn proven methods to communicate and resolve conflicts with no "losers."

Who will benefit the most...

Managers
Support Staff
Project Managers
Customer Service Representatives
Supervisors
Office Managers
Salespeople
Administrators
Team Leaders

How we present this material...

Your seminar leader will tailor the content of this one-day training program to address your organization's specific needs. Discussions, group exercises and hands-on practice will drive home key

conflict-management skills. Plus, participants will get their questions answered on the spot, receive "real time" coaching and benefit from the synergy of learning with their coworkers.

Key learning points...

- 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
- Antagonists, blamers, complainers... set yourself free from the traps these tough people set for you

You'll discover...

- How to recognize a problem situation before it reaches the crisis stage — and avert it entirely!
- Escape routes from the traps of infighting and back-stabbing
- Ways to repair damaged relationships — at work, at home and with anyone
- What it takes to keep your own cool and prevent others from losing theirs!

Continuing Education

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Program Agenda

Assess Your Attitude

- 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.

Manage Anger & Emotions

- Eighteen physical symptoms of anger and how to warn yourself of an impending emotional surge.
- Placing blame: how this common, destructive habit can lead you to disaster.
- How to admit your anger without losing your composure.
- Three perceptions that precipitate anger and how you can actually control your anger by changing your perception of people and situations.
- Desensitization strategies: the key to controlling your emotions, instead of letting them control you!

Respond to Negativity in Others

- The very first thing you should do when someone blows up.
- 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.

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.
- Two techniques to help you turn off the tears (and what to do if you absolutely can't!)
- Two subtle signals that unspoken issues are the real cause of a conflict.

Communicate Through Conflict

- Everybody wins! A proven strategy to resolve a conflict with no losers.
- Trust: how to establish it, 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.
- Politically smart moves: handling confrontations that involve your boss, higher-ups or important clients.

Build Positive 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.
- Beyond the office: Learn how to prevent anger and confrontation from ruining relationships.