

# Conflict Management

## FORMAT

You will experience the power of an Emotionally Enhanced Workshop® that gets your employees engaged, energized, and focused on the skills that translate directly to job performance.

## OVERVIEW

In today's environment when incidence of road rage and violence in the workplace are becoming more and more common, it is increasingly important for individuals to understand the anger process and methods for dealing with anger in other people. This course assists participants in dealing with and positively influencing hostility through the use of a variety of tools and techniques.



## GOAL

The goal of this workshop is to enable individuals to apply tools and techniques for dealing with and positively influencing hostility in themselves and others.

## BUSINESS RESULTS

- Define the three steps for successfully dealing with anger.
- Differentiate between the "truths" and myths about anger.
- Define and apply the 4 stages of the "anger management model" and the impact of each stage for themselves and others.
- Apply at least one appropriate hostility interventions for each of the 4 anger model stages.
- Describe 3 specific anger management action items (behavioral changes) they will implement upon the completion of the course (start & stop doing).

**Positive**  
**Results**  
AT **Work**

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