How to Defuse Anger and Calm People Down

Strategies for taking control of emotional situations in the workplace

“Speak when you are angry and you’ll make the best speech you’ll ever regret.”
Laurence J. Peter, author of The Peter Principle

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• Transform anger’s energy into a positive force for healthy change
• Use proven techniques for keeping your cool in any situation
• Recognize co-workers’ hot buttons and know when to back off
• Gain specific strategies for helping others calm down
• Learn ways to overcome anger and build a nurturing, team-oriented environment
• Acquire communication skills that defeat negativity and sarcasm
• Overcome the stress that results from anger in the workplace
• Debunk the myths surrounding office anger
Break Anger’s Grip on Your Office.

Anger in the office is the enemy of productivity, teamwork, and creativity. Sometimes it’s obvious—a white-hot rage with tempers flaming. Other times it’s more subtle—and potentially more damaging. That’s when defensiveness, cynicism, and negativity creep into the workplace and take over. Before long, morale plummets, enthusiasm is dampened, and teamwork breaks down.

It doesn’t have to be that way.

There are specific steps you can take and proven strategies you can follow to turn things around quickly. You’ll learn these techniques at this seminar. You will also find out how to recognize the early signs of anger—in yourself and others—and redirect the energy wasted on it to achieve positive outcomes such as improved teamwork, increased enthusiasm, and heightened creativity throughout the workplace.

It’s a wise investment of one day that will deliver a solid return throughout your career—and your life.

Do you recognize the warning signs of escalating anger?

- A co-worker who acted only mildly irritated after he was passed over for a small promotion a few weeks ago now seems bitter and resentful.
- Perfectionism has crept into a team member’s work. It seems no one can do anything well enough to please her—and she feels quite superior to the rest of the team.
- A colleague has frequent “hot thoughts”—the memory of a plum assignment she believes a co-worker stole from her, a performance review that didn’t go well, or even a sarcastic remark by her spouse that morning.
- People aren’t working together the way they used to. They are no longer really a team, and productivity is suffering because of it.
- A staff member constantly reads negativity into innocent situations. If he sees two employees laughing and talking softly, he suspects they are making fun of him.
- You can almost feel the stress, anxiety, and tension when you walk into the place. Absenteeism has skyrocketed.

If you see similar signs of anger in your office, there’s help for you at this seminar!

4 ways managers and supervisors benefit

1. You’ll recognize potential problem areas before they erupt into crises.
2. You’ll know how to help your team channel the energy of anger into positive change and productivity.
3. You’ll become a better communicator and listener, which will enhance your value to the organization and boost your career.
4. You’ll decrease absenteeism and turnover by working to create a pleasant, goal-focused environment that’s inviting to employees.

A healthy decision becomes more likely with EVERY SECOND that passes between an unfair event and your reaction to it.

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6 Key Skills That Put You in Control of Anger

1. **Stay Calm in Any Situation, Even in the Heat of Anger.**
   Ever say something in a flash of anger, only to regret it almost immediately? Learn techniques that calm the physical signs of anger that push you “over the top” and discover the art of buying yourself precious recovery time before you speak. These two simple tactics have saved hundreds of relationships — and careers — from irreparable damage.

2. **Identify and Understand Co-Workers’ “Hot Button” Issues.**
   Everyone has sensitive areas where it pays to tread lightly — or not at all. Learn to recognize and anticipate issues that may trigger a negative or angry response from co-workers. Gain tools for increasing your understanding of others, so you can more easily be attuned to their feelings.

3. **Use Proven Ways to Manage the Anger of Others.**
   Develop listening skills that help you get in touch with staff problems before they erupt inappropriately. Discover the best way to approach people so they can save face and you all can move on to constructive activities. Learn techniques that help you set a good example for staff members by managing your own angry feelings.

4. **Learn Strategies for Helping Others Cool Off.**
   There are time-tested steps we all can take to defuse a tense situation when we feel the telltale signs of anger coming on — rapid heartbeat, shortness of breath, throbbing temples. Determine the best way to stop anger from escalating. Identify different strategies to use for “hot” and “cold” expressions of anger.

5. **Establish a Climate in Which Conflict Can Lead to Positive Growth.**
   Conflict is a natural part of any workplace, no matter how healthy and nurturing. Gain skills that help ensure that conflict will lead to creativity, positive solutions, and teamwork, rather than accusations, negativity, and outbursts.

6. **Implement Techniques that Reduce Stress and Increase Productivity.**
   Here’s the truth: Most of us have never been taught how to handle anger. We are told at a young age that anger is not acceptable — period. But we keep feeling it. Because we suppress it, it comes out in the form of stress, ulcers, illness, negativity, or cynicism. Learn strategies for dealing openly and honestly with anger, and enjoy the resulting benefits: lower stress and higher productivity.

Do You Recognize the 4 Myths of Anger?

**MYTH 1 — “Letting my anger out makes me feel better.”**
Expressing your anger actually makes you feel out of control.

**MYTH 2 — “I inherited my temper. I can’t help it.”**
Maybe you were born with a predisposition to anger or learned inappropriate ways of dealing with it from a parent or sibling, but anyone can learn to substitute appropriate strategies for handling frustration. You CAN help it.

**MYTH 3 — “The person who blows up is angrier than the one who sulks.”**
You can be just as angry suppressing your emotions as people who blow up and let everyone know they’re upset. Those who don’t find an acceptable way to process anger are inviting stress and possible health problems.

**MYTH 4 —“Anger isn’t normal.”**
Everyone feels angry occasionally. That’s normal. What matters is how we channel the expression of our emotion.
Learn to Defuse Anger Before It Erupts
- 3 keys to empathy — understand why others are troubled
- Listening skills that can turn around a bad situation in the office
- How and when to use silence as a positive motivator
- Tips to help you sidestep emotions and focus on positive change
- Techniques that allow others to save face and avoid embarrassment
- 3 main approaches to anger and the outcomes of each
- Anger signals that are often mistaken for something else
- How to respond when anger is used as a manipulator
- The key to keeping your cool in every situation

Channel Anger Into Positive Growth
- Techniques to help you soothe irate individuals
- The things you must do if hostilities get out of hand
- How to recognize anger triggers
- Cognitive restructuring — the power of changing the way you think
- When to be a referee; when to be a coach
- Steps for handling people who have a low tolerance for frustration
- How to identify different types of anger buildup
- Specific questions to ask in the problem-solving process
- Why your own behavior may worsen conflict, and what to do about it

Calm Stress and Increase Productivity
- Techniques that help employees face the issues really causing their stress
- Stress-reduction techniques you — and your staff — can use anywhere
- Questions that help an angry person think more logically about the situation
- The best way to transform a “hot thought” into a positive motivator
- How self-talk fans the fires of a bad temper
- Ways to channel anger into progress
- How to get staff members to stick with difficult challenges when resolution doesn’t come quickly
- The phases of anger, how judgment is affected in each, and how you should tailor your responses at each phase
- How to identify the subtle signs of hidden anger

Finish the Issue Without Resentment — and With a Positive Spin
- 4 ways to rebuild a team damaged by anger
- Mistakes that escalate anger and create problems down the road
- Strategies for recognizing potential areas of conflict and sidestepping them
- The secret of getting diverse individuals to work together as a productive group
- A process for turning conflict into a positive growth experience
- How to replace angry thoughts with balanced, healthy thoughts
- Policies that reduce conflict and defuse anger
Q&A

Q. When someone gets angry, I try to make a joke out of it. What do you think of that approach?

A. Although you may be able to see the humor in the angry person’s situation, it is not very likely he or she will. In fact, by making light of it, you may actually escalate the angry response. At this seminar you will learn how to effectively break through many different manifestations of anger and achieve a positive outcome.

Q. When I get mad it ruins my whole day. How can I get over things more quickly?

A. When some people get angry, they fall into a kind of “spiral of doom.” Together we will explore cognitive restructuring — ways you can talk to yourself to change the way you’re thinking. These techniques will help you move quickly to resolve your anger, before it gets out of control.

Q. Everyone on our team could benefit from this training. Is it appropriate training for those who aren’t in management?

A. Anyone in your office with an interest in understanding the origins, manifestations, and management of anger will benefit from this program. We encourage you to bring your entire team, then practice what you learn together back in the office.

Learn to Control the Physical Symptoms of Rage

You don’t have to let anger inflict you again with …

- Shortness of breath
- Tight chest
- Throbbing temples
- Rising heart rate
- Increased blood pressure
- Knotted stomach
- Adrenaline rush
- Weak knees
- Hot flashes
- Sweating
- Tense muscles
- Pounding head

As children we learn to swallow our anger, so it’s hardly a surprise that few of us know how to channel our anger as adults.

It’s not people and events that make us angry. It’s our reaction to them.

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The Pouter
She didn’t get promoted at her last review and she hasn’t stopped pouting since. Everyone around her is walking on eggshells.

The Door Slammer
Everyone knows if he’s having a bad day. He wears his anger on his sleeve.

The Martyr
She feels like she can’t catch a break. A miserable situation at home or work makes her feel she has a right to be angry and demanding.

The Cynic
He’s got a wisecrack or putdown for every project, proposal, or staff member. Beneath it all, he has a huge ax to grind with the organization.

The Ranter
Someone cuts her off in traffic — expletives fly. A co-worker makes a suggestion she doesn’t care for — huffing and puffing is audible. She’s always on the verge of erupting — stand clear!

The Passive-Aggressive
He’s been wronged, or at least he feels he has, but he won’t face it directly. He’d rather work behind the scenes, “getting even” by undermining the team or even stealing small items from the workplace.

These people work everywhere, including your office. Find out what you can do to break through and turn all that wasted energy into productivity.

You can’t always change what’s happened, but you CAN change how you react to it.

Are YOU the Angry Person in Your Office?
Perhaps you’re packing around anger’s heavy baggage yourself, and you’d like to escape your load. You can make changes in the way you handle anger using strategies and techniques you will learn at the seminar. No matter why you’re angry, you can gain a new perspective that makes you better at your job, more productive, and happier in all areas of your life.

Answer to question on page 5:
The #1 thing that makes people angry is being spoken to in a patronizing manner.

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3 Reasons Why This Seminar Is an Outstanding Value

1. You'll get substantial returns from a very small investment.
   This seminar is value-driven and designed with your budget in mind — this is training that will pay, not cost. For maximum impact, register a group from your organization: 5 or more from the same organization can attend at discounted rates.

2. This seminar is coming to a location near you.
   You can make the most of your time and gain these considerable benefits in one day, without the inconvenience and expense of travel. Our rigorous, nationwide seminar schedule ensures that professionals everywhere can attend at their convenience.

3. You'll receive valuable reference materials, free with your registration, and yours to keep.
   You'll receive a hefty course workbook that's filled with quick references to the information covered in the seminar and indispensable supplementary information you'll refer to again and again. The workbook includes charts, lists, handy reference forms, and other productivity-boosters you can use immediately.

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 take control of emotional situations in the workplace. 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.

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.

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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 and pay your enrollment fee today! A confirmation will be e-mailed, faxed, or mailed to you once your registration is completed. Please make your preference known at the time of registration. Payment is due before the program.
Express Seminar Enrollment! Please be sure to provide us with your e-mail address or fax number and check the Express Seminar Enrollment box on the registration form. You will receive your e-mailed or faxed confirmation within 48 hours of our receiving your e-mailed, faxed, or mailed registration form.

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

Cancellations/Substitutions
You may cancel your registration up to 10 business days before the program. Your registration fee will be refunded less a cancellation fee. If you need to cancel less than 10 business days prior to the program, you may 1) send a substitute from your organization or 2) transfer your registration fee to another program of your choice that is scheduled within 12 months of your original event. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

Please Note
• We will e-mail, fax, or mail your confirmation to you once your registration is completed.
• 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. See your program leader for audio and video program availability.
• Lunch and parking expenses are not included.
• If using a purchase order, please attach it to a completed registration form and mail it right away.
• If using a purchase order, please attach it to a completed registration form and mail it right away.
• You will receive an attractive take-home Certificate of Attendance at the end of the program — great for framing or including in your personnel file.
• Payment is due before 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 to us for payment processing. Thank you.

Tax Deduction
If the purpose of attending a Fred Pryor seminar is to help you maintain or improve skills relating to employment or business, expenses relating to the program may be tax-deductible according to I.R.C. Reg. 1.162-5. Please consult your tax adviser.
How to Defuse Anger and Calm People Down
Strategies for taking control of emotional situations in the workplace

- Understand where anger comes from and how it damages the team
- Recognize the many faces of anger — and learn to deal with each
- Discover the secret to keeping your cool, no matter what
- Recognize — and sidestep — co-workers’ hot buttons
- Gain specific strategies for helping others calm down
- Overcome the stress that results from anger in the workplace
- and much, much more that will make you a more effective manager, supervisor, and co-worker

Enroll now in this career-enhancing, one-day seminar.

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□ YES! I want to learn how to defuse anger and calm people down. Enroll me today!