



DON'T TELL ME TO CALM DOWN!™

Managing Anger - Yours and Theirs

Full Day Program includes:

- Understanding & Recognizing Anger-Dynamics, Cycles, Habits & Beliefs
- Exploring the roots of anger
- Strategies to Defuse Anger – Your own & other people's
- Disengaging From Destructive Anger in Relationships-Yours and Other's
- Why Venting is NOT an Anger Management Strategy
- Taking control of anger issues
- Communication skills that get you what you want
- Managing conflict productively

Formats: Keynote, 3-hour Awareness Seminar or Full Day Program

**Do you find yourself feeling angry often?
 Do you know your triggers?
 Do you know how to manage & defuse anger coming at you?**

Healthy people get angry—it's natural and necessary. It's what you *do* with that feeling that makes all the difference to your relationships – at the office and at home.

*"Research studies show that up to 42% of an employee's time is spent engaging in or attempting to resolve conflict."
 Daniel Dana, 'Conflict Resolution', McGraw Hill, 2001*

Unexpressed, or poorly expressed, anger is one of the top reasons why people can be under-productive, burned out and difficult to get along with. It is also the reason folks "go postal"!

If you are experiencing those symptoms, or you want to defuse underlying tension among team members, this practical seminar can put you on the right track, right away.

"Don't Tell Me to Calm Down!" is a powerful eye-opener.

It is conducted in a respectful, non-threatening and non-accusing format which allows participants to learn to recognize and take responsibility for their own anger, and their reactions to the anger of others.

Learn about the anger cycle. Gather strategies for managing and expressing your anger without losing face, friends...or your job. Other topics covered include understanding and recognizing anger triggers, defusing anger, disengaging from destructive anger in relationships and changing your beliefs about anger.



Participants Say...

"You were an enthusiastic and energetic speaker who really related to your audience and you provided a great deal of useful information in a down to earth and humorous manner."

"Very serious business handled with humor and sensitivity. Bravo!"

"Dynamic, yet peaceful. [She] really means what she says...being in alignment with herself and the group. Fantastic."



An expert facilitator, Dr. Shaler helps executives & entrepreneurs develop the effective communication skills they need to have powerful conversations that reduce conflict, build trust, and streamline negotiation. Clients say that Rhoberta Shaler, PhD, is "a gentle, effective and enthusiastic teacher" who is "down-to-earth while knowledgeable, practical, energetic...and humorous." An acclaimed and popular keynote speaker, her light-hearted approach and value-packed content help audiences quickly grasp valuable skills & strategies. Author of over a dozen books & audio program, Dr. Shaler has built a worldwide community through her website, ezines, seminars & teleseminars at www.OptimizeInstitute.com