



CONFRONTATION, CONFLICT MANAGEMENT AND DE-ESCALATION

(IN PERSON OR VIRTUAL)

Human beings experience physiological responses to stressful encounters that inhibit our ability to communicate, problem solve and listen when it's most important to do so. RJM Strategy Group's Confrontation, Conflict Management and De-escalation program introduces participants to a variety of methods to help them regulate stress during a confrontation and manage the encounter without giving into the instinctive visceral reactions that derail our problem-solving abilities. Participants will be presented with several beneficial tools that will help them manage difficult conversations and mitigate confrontations. By completing a self-assessment, participants will discover their own personal conflict management style and understand how it affects their ability to collaborate to reach mutually positive outcomes.

Participants will benefit from the following:

- Learning a variety of methods to regulate stress.
- Becoming skilled in managing difficult conversations and mitigating confrontations.
- Discovering their own personal management style.

TAMBIÉN TEMENOS INSTRUCTORES DE ESPAÑOL.

RAY@RJMSTRATEGYGROUP.COM | 630-360-1965 WWW.RJMSTRATEGYGROUP.COM







