

Tactical Talk: How to Correct, Redirect and Protect when Rage is in the Room!

Facing Angry people can be very intimidating. Facing them with confidence restoring calm requires the proper tools.

Let Gary bring a powerful, eye-opening seminar that gives your people the tactical communication tools to calmly and confidently face conflict and turn it to cooperation, often within seconds.

For Managers, Supervisors and Public Contact Personnel:

- When it's tense and awkward...
- When you face frowns, crossed arms and clenched fists...
- When the argument is about to start...
- When violence may be just looking for a trigger...

Proven Verbal Tactics:

- To seize the advantage in every confrontation
- To keep dialogue flowing where there's a history of hostility
- To open a sensitive discussion without triggering defensiveness
- To gain compliance in the face of resistance
- To save your life when violence could be imminent!

How to hear and be heard, connect and communicate when stakes are high and tempers roused!



Delivery Options

Half Day Workshop
Full Day Workshop

Workshop Format

highly interactive
high content
multimedia
workbook provided

"No 'Jedi mind tricks'. Just proven psychology in a system you can use right away."

...Gary Sheely

