

Keynote:

Tactical Confrontation for a Safer Workplace

The word “confrontation” evokes images of a tense standoff where everyone is angry or annoyed and voices are raised. In fact, this is the exception, not the rule in everyday confrontations. (At least, it should be!) Confrontation is a necessary part of daily life. *Any time we ask another person to change their behavior, their attitude, or to engage in dialogue about a problem we have initiated confrontation.* Managers and Supervisors engage in this every day as part of their job. It doesn't have to be tense or loud or awkward.

This presentation explores the reasons why “should-be-no-big-deal” conversations escalate into time-wasting conflicts, and how to avoid them.

Topics covered in this presentation:

Part 1... Initiating Confrontation

- How our intuitive, non-tactical confrontation styles generate defensiveness.
- How to identify and avoid the common mistakes that derail constructive confrontation.
- The dangers created by a culture of “confrontation anxiety”
- An effective, 4-step process to initiating a needed confrontation without creating defensiveness.
- How to harness the huge difference between forcing someone to defend themselves and inviting them to explain themselves.

Part 2...De-escalating an Angry Confrontation

- Avoiding the two most common mistakes that always escalate confrontation
- The 5-elements of a proven effective de-escalation strategy to gain cooperation without threats or force.



This presentation is
high-content, moderately
fast-paced, with
stories, examples
and humor.

**HRCI AND SHRM
credit approved.**

“This program really gave me some tools I can use, and more importantly pass on to my students to help them avoid a potentially dangerous situation that doesn't have to be. I would highly recommend this program to anyone no matter what your occupation.”

*Randy Meli
Martial Arts Instructor*