



## GOVERNMENT HOSTING LOCATIONS

### BROWARD –

**AUGUST 12, 2009**

**9:00-4:00**

**CITY OF  
TAMARAC**

### PALM BEACH –

**AUGUST 13, 2009**

**9:00-4:00**

**CITY OF  
BOCA RATON**

**\$99**

Per person

Register 3  
and the  
4<sup>th</sup> goes  
FREE!

# Staying Centered Through Conflict™

In today's challenging times, how much does it really take to "push your buttons"? Who are the people that "push"? What are the situations? It is only a matter of time until we all encounter difficult interactions. Sometimes we avoid them and other times we address them head on...either way, they can turn ugly pretty quickly. *Staying Centered through Conflict™* provides methods for managing your emotions to stay focused on outcomes, utilize the P.E.A.C.E. process to resolve issues, incorporate the Three Guiding Principles® during challenging conversations, and apply successful negotiation skills to reach agreement.

## SEMINAR BENEFITS

- Balance emotions with verbal and non-verbal responses during stressful situations
- Achieve neutral outcomes through effective negotiation techniques
- Apply the P.E.A.C.E. process to resolve difficult situations in real government scenarios
- Integrate the Three Guiding Principles® throughout daily communications

## HIGHLIGHTS

- A full day of interactive learning; six instructional hours
- Targeted for government employees at any level
- Participant workbook, job aid, and transfer of learning tool
- Real Florida government scenarios and challenges
- Pre and post assessment results
- Morning refreshments
- Limited seating for individualized feedback

**Over 3,200 government employees statewide  
are applying skills from EdTrek programs!**

Register online at [www.OwnYourWorld.net/seminars.html](http://www.OwnYourWorld.net/seminars.html)

**Inquiries - (888) 406-9648**

