



SAFETY CENTER INCORPORATED  
 109 S SPRING STREET | CLAREMONT, CA 91711  
 (909) 625-9650 | (909) 625-9652 FAX



# CONFLICT RESOLUTION



DATE: September 1, 2010  
 LOCATION: Safety Center Incorporated  
 109 S. Spring Street  
 Claremont, CA 91711  
 HOURS: 8 am to 12 noon  
 FEES: Member Price \$ 75  
 Non-Member Price \$ 95

In every job or profession, knowing how to properly communicate with people who are angry or hostile is a vital "life skill" to have. The ability to control and diffuse a potentially violent person or situation before it gets out of control isn't just being professional - it could be life saving. This interactive, high energy course focuses on a "common sense" approach to personal and workplace safety, and developing a functional and effective "Plan of Action" in staying safe. Topics covered include:

- communication techniques • people & problem solving skills • how to remain prepared & professional
- ways to reduce stress & stay in control • recognizing warning signs • understanding basic human needs

## ENROLLMENT FORM



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 JOAN@SAFETYCENTER.ORG



FAX



E-MAIL



MAIL



PHONE

NAME \_\_\_\_\_  
 EMPLOYER \_\_\_\_\_  
 POSITION \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
 PHONE \_\_\_\_\_ FAX \_\_\_\_\_  
 E-MAIL \_\_\_\_\_

Enclosed is my check for \$ \_\_\_\_\_  
 made payable to *Safety Center Incorporated*  
**if applicable - please provide a**  
 Purchase Order #: \_\_\_\_\_  
 Charge to my: \_\_\_\_\_ VISA \_\_\_\_\_ MasterCard  
 Account #: \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_  
 Name on Card: \_\_\_\_\_  
 Signature: \_\_\_\_\_

**We offer the same quality courses at your facility. Call today for details!**

**THANK YOU!**

7/16/10

WWW.SAFETYCENTER.ORG