

CONFLICT RESOLUTION



DATE: February 25, 2010

LOCATION: Safety Center Incorporated
3909 Bradshaw Road
Sacramento, CA 95827

HOURS: 1 pm to 5 pm

FEES: Member Price \$ 75
Non-Member Price \$ 95

OVERVIEW:

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



SAFETY CENTER INCORPORATED
3909 BRADSHAW ROAD
SACRAMENTO, CA 95827

(800) 825-7262 X219
(916) 366-1762 FAX
QUEN@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!

12/9/09