



TACTICAL CONFRONTATION FOR A SAFER WORKPLACE

Gary Sheely

OVERVIEW

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 or their attitude or to engage in dialogue about a problem, we have initiated confrontation. Managers, supervisors, foremen, and crew leaders – anyone responsible for getting the work done safely – engage in confrontational situations every day as part of their work. These situations don’t have to be tense or awkward.

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

OBJECTIVES

Participants in this program will learn the keys to:

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**

DE-ESCALATING AN ANGRY CONFRONTATION

- > **How to avoid the two most common mistakes that always escalate confrontation**
- > **The five elements of proven effective de-escalation strategy to gain cooperation without threats or force**

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Gary captures audiences' attention through this high-content, fast-paced presentation with stories, examples and humor. Participants leave with actionable tips, techniques, and tactics they can put to work immediately to harness the positive aspects of confrontation to promote workplaces people can have constructive confrontations.

This course is HRCI and SHRM approved.

ABOUT GARY SHEELY



For over 30 years, Gary's unique role in people's lives has placed him in the middle of hundreds of conflicts and confrontations. His experiences, education and expertise truly make him a "Tactical Confrontation Specialist." He has been teaching confrontation and de-escalation skills to clients for 20 years. He works with organizations that want to create a culture where their people feel safe having constructive confrontation and de-escalating angry people.

In addition to his Tactical Confrontation Seminar, Gary has published several books, including *Safe At Work: How Smart Supervisors Reduce the Risk of Workplace Violence*, and dozens of articles on communication, workplace improvement, and self-development.

For more information or to book Gary, contact the Safety Institute

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