

*Webinar on*

# **How To De-escalate Angry People In 90 Seconds Or Less**

# Learning Objectives

- ☐ *Understanding how emotions are constructed in the brain*
- ☐ *Understanding alexithymia*
- ☐ *Understanding and demonstrating the 4 levels of reflective listening*
- ☐ *Understanding and demonstrating the skills of core messaging and affect labeling*

In this webinar, you will be introduced to a counter-intuitive, yet powerful, set of skills that will allow you to de-escalate any angry situation in seconds without being defensive or anxious.

**PRESENTED BY:**

*Douglas E. Noll, J.D., M.A. specializes in helping people solve difficult, complex, and intractable problems. He is AV-rated, which is assigned to the top 1% of attorneys worldwide, and was a business and commercial trial lawyer for 22 years before turning to leadership development, problem-solving, and peacemaking.*

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

# Webinar Description

Anger, verbal aggression, and arrogance are epidemic in business and professional life. Learning how to de-escalate these situations quickly and effectively is, therefore, a critical leadership skill. In this webinar, you will be introduced to a counter-intuitive, yet powerful, set of skills that will allow you to de-escalate any angry situation in seconds without being defensive or anxious.

We are 98% emotional and 2% rational. Unfortunately, the Enlightenment emphasis on logic and rational thinking has created a large set of unintended consequences. All conflict is emotional and most relationship problems are emotional. In this webinar, we, learn a little about the neuroscience of emotional experience and learn techniques for dealing with the strong emotions of others.



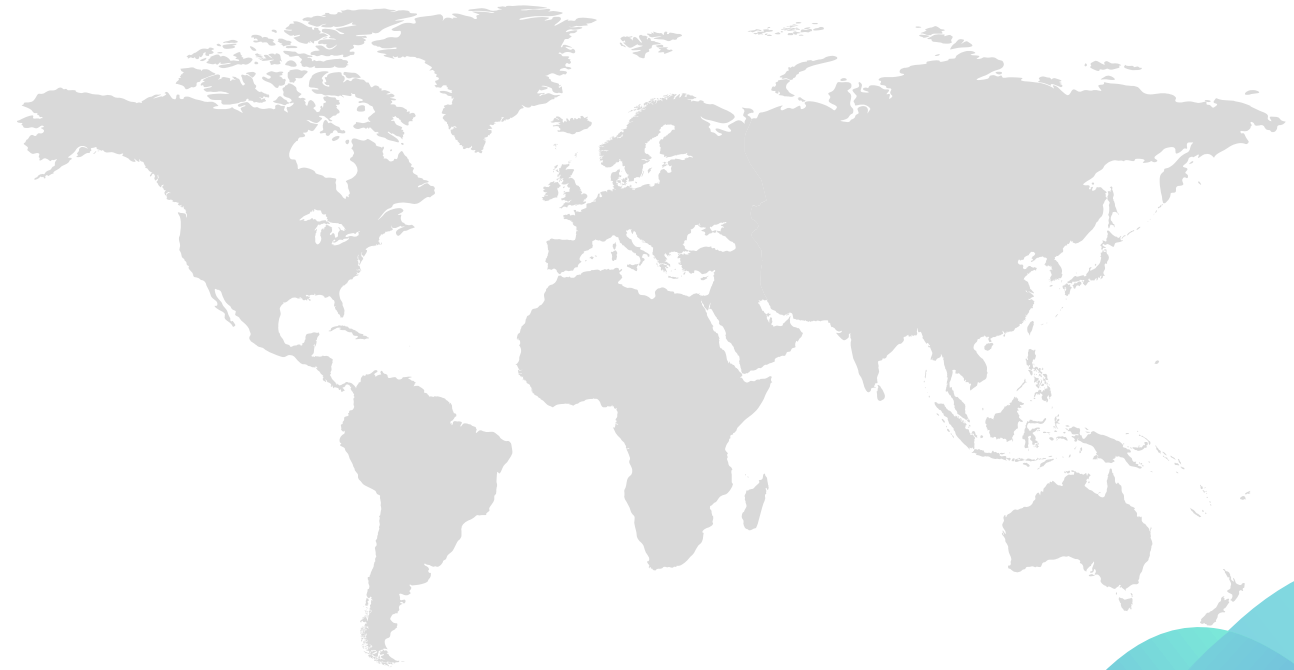
# Who Should Attend ?

*Executives and professionals*

*HR professionals*

*Business coaches*

*Business consultants*



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