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BUSINESS



Fear is Negotiable: Business Survival Skills 101

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**June 11th 2013: Special Encore Presentation:
Workplace Violence Series: Verbal Self-defense
and De-escalation**

Verbal Self-defense skills enable you to use your presence and words to calm people who may be under emotional distress or other influences. In this episode, you will learn tactics to redirect the behavior of hostile people, diffuse potentially dangerous situations, perform under distressing conditions and achieve the desired outcome of any encounter with people at work, loved ones or even strangers. Don't miss this important episode to help you learn to use your words to prevent, de-escalate, or end an attempted assault.



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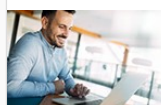
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