

A photograph of two women in a professional setting. One woman, with short blonde hair, is seen from the back, wearing a white turtleneck. The other woman, with dark hair, is facing her, wearing a dark blue patterned shirt. They appear to be in a conversation. In the background, there are office plants and a desk.

Recording will be available for 60 days on-demand after the live session.

How to Be the Calm in the Storm During Emotionally Escalated Conversations

Wednesday, November 8, 2023
11 AM to 12 PM (PT)

We've all had that moment when we realize it's about to get uncomfortable; we know we are in or about to get into a difficult conversation - maybe even a conflict. Each one of us has default and/or predictable and patterned ways of being in those moments and beyond. In this webinar you'll learn to recognize your individual stress response style and cues so you can create a strategy that works for you rather than falling into your default behavior. You'll learn to manage yourself under pressure as well as hold space for others who are also under pressure. Carol will share some of the common pitfalls many of us experience when situations are intense, and we will explore tools that can help avoid or mitigate the pitfalls and/or the consequences. We will discuss strategies that help you remain neutral. Get ready to have tools, language, and a framework to help you more elegantly navigate important conversations.

About the Presenter

Carol Bowser, JD, President of Conflict Management Strategies, Inc. is mediator, trainer, facilitator, and coach. She is an expert in workplace conflict – what creates it and how to resolve it. While she hates arguments, she loves maintaining sanity and increasing productivity by jumping into conflict to fully resolve it.

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