

## **Conflict Management Training**

---

Presented by Brian Willis & Winning Mind Training

This insightful training program provides participants with an understanding of conflict and interpersonal human aggression. The 8 hours course component will provide program participants with the necessary skills to effectively recognise early signs of human aggression, as well as with conflict de-escalation techniques and tactical communication skills. This unique and informative training program consists of the following subject matters:

### ***Defining the Issues***

- Definition of Conflict
- Types of Conflict
- Conflict Situations:
- Types
- Behaviours
- Casual Factors
- Influence Professionals

### ***Understanding the Power of the Mind***

- Key Element in Effective Conflict Management
- Roles of the Conscious & Subconscious Mind

### ***Communication: The Foundation for Conflict Management***

- Elements of Communication
- Barriers and Pitfalls
- Personal Triggers
- Respect & Rapport
- Maintaining Professionalism

### ***Interpersonal Human Aggression: The Universal Phobia***

- Stress Responses
- Threat Cues

### ***Self Talk***

- The Power of Self Talk
- Role in Conflict Management
- Self Talk Awareness

### ***Imagery***

- Understanding it
- Benefits in Conflict Management
- How to use it
- Circle of Personal Excellence

### ***Practical Skills***

- Developing Rapport
- Deflecting Aggression
- Defusing Hostility
- Responding vs. Reacting

**Training materials, breakfast, lunch, and refreshments are provided.**

**All participants will receive a handbook, a performance enhancement CD and a certificate upon completion of the course.**

**Class size is limited to 15 people  
Register now to reserve your spot, and  
Be prepared for an insightful day of training!**

*For information Please contact us:*



**Telephone: 403-287-2180**  
**Toll Free: 1-888-837-8077**  
**E-mail: info@securitymanagement.ca**  
**Website: www.securitymanagement.ca**

## About the presenter:



Brian Willis began his law enforcement career in 1979 and over the next 25 years he worked as a patrol officer, tactical officer, patrol supervisor and trainer. From 1994 to 2004 he was the head use of force trainer with the Calgary Police Service.

Since retiring from law enforcement in November 2004 he has served as the President of Winning Mind Training Inc., an innovative company committed to helping individuals and organizations in the Pursuit of Excellence. In addition to numerous law enforcement certifications, Brian holds a Certificate in Adult Learning from the University of Calgary, and is certified in hypnosis and neuro-linguistic programming. He has given presentations on mental preparation and conditioning at numerous international conferences and is a sought after speaker on this topic around North America. In addition to being a contributing writer for the book ***Warriors: On Living with Courage, Discipline and Honor***, Brian has had numerous articles published in law enforcement periodicals.

Brian serves as an Advisory Board member for the International Law Enforcement Educators and Trainers Association and is a member of the National Advisory Board for Police Marksman Magazine. Brian has trained law enforcement officers and trainers across North America, martial artists, competitive shooters, athletes and coaches from a variety of sports including hockey, volleyball, bull riding, figure skating, running, biathlon, and golf on harnessing the power of the mind and enhancing performance. Brian works as a mental preparation coach with a member of Canada's 2004 Olympic Boxing Team and the 2005 Canadian Amateur Boxing Association Heavyweight Champion.