

# Dealing with Outbursts: Handling Verbal Confrontation and Workplace Bullies

Presenter: Lynne Curry, Ph.D., SPHR

Dynamic, funny and entertaining, Dr. Lynne Curry, President of The Growth Company, Inc., a management consulting and personnel training firm, has more than 30 years experience in training, consulting and speaking.

In 1982 and 2000, she was awarded Trainer of the Year by the American Society of Training & Development, Anchorage Chapter.

A successful syndicated columnist, Dr. Curry has been published weekly in papers in the Tri-City Herald and Anchorage Daily News. Her articles have been featured in more than 100 publications both state and nationwide, including Entrepreneur, Alaska Business Monthly, and Supervision.



**April 20, 2011**  
**9:00 am to 12:00 pm**  
711 H Street  
Anchorage, AK 99501  
Seminar held in 1st floor  
conference room Ste 150

[www.thegrowthcompany.com](http://www.thegrowthcompany.com)

#### You'll learn how to:

1. Effectively handle toxic energy
2. Turn confrontations into positive win/win negotiations
3. Deal with workplace bullies: strategies that work, traps to avoid
4. Manage anger in yourself or others
5. Ground yourself so you can handle intense situations without defensiveness or a reactive edge.

**\$119 for payment at registration  
or \$129 at the door.**

To RSVP Call 276-4769 or email  
[paj@thegrowthcompany.com](mailto:paj@thegrowthcompany.com)

**Practical Solutions. Proven Results**



“Your ability to assess and work with the many different personalities, issues, and complex situations has been quite impressive. This, along with your professionalism, skilled approach to problem solving, and your level of understanding of issues engenders a tremendous sense of assurance among the participants during, and after, the working sessions. This ultimately has had a very positive influence on the PDC staff.”

Earnest D. Paylor, II, Ph.D., Pacific Disaster Center

“Lynne has an extremely interactive teaching style, which has helped me transform these ideas from management mumbo-jumbo into tangible tools that can be applied in real-life situations. Throughout the course of each day, we were repeatedly put in rotating pairs for role-playing and one-on-one activities when not engaged in group discussions. Everyone in the class – no matter their level of management experience – was able to walk away having learned something new. If you have an opportunity to work with this woman and her company – do it! You won't regret it.”

Jillian Chapman, Alaska Sea Life Center

“Lynne Curry has done a wonderful job in our “Training” sessions. Everyone I spoke with felt that Lynne really made the training session worthwhile and many employees later thanked me for the training and said how helpful they thought it was. I think our employees had fun while they learned.”

Don Grasse, K & L Distributors

“Don't select Lynne if you want a typical class. That's not what Lynne Curry delivers. Of course, she presents useful information ... but with a plus. She adds a unique flare to any classroom, providing humorous real-life and not so real-life examples. She keeps my interest. I can hardly wait to hear what she will say or write next (in class or her weekly article).”

Respectfully,

S. Kathy McBroom, M.S., Management & Program Analyst and

**Substitutions:** Seats are confirmed once registration is received. If you are unable to attend please feel free to send and alternate.

**Payment:** Payment is due by seminar date. For your convenience, we accept Visa, MasterCard and American Express.

**Refunds:** TGC will issue a full refund if we receive your written cancellation 3 business days prior to the seminar date.