

# MANAGING TENSE MOMENTS

# STUDY HALL

S E R I E S

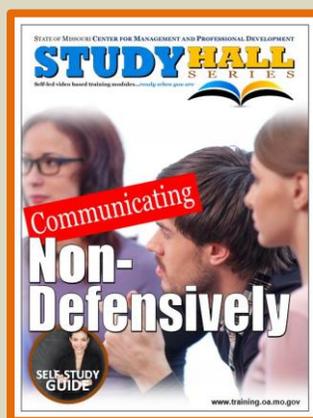
Self-led training modules...ready when you are

It's probably **NOT** the Study Hall you remember from school, but these “study-on-your-own” lessons are sure to make a difference in your success as a leader and workplace participant.

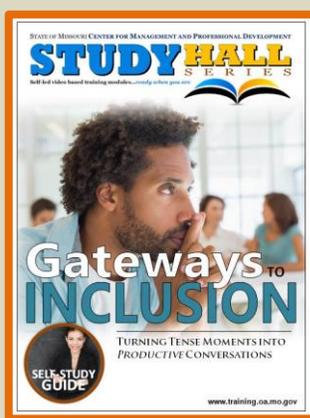
Each on-demand lesson includes a video you'll watch online and a study guide to help you put the information in the video to good use. The questions in the study guide will encourage you to think about how you're doing today—and what you might want to do differently tomorrow.

Working at your own pace, each lesson takes about an hour to complete.

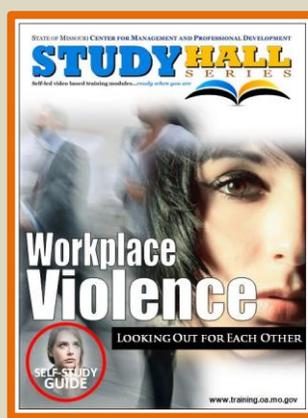
AND... each lesson includes the **OPTION** to discuss specific or general information presented in each lesson with the Center for Management and Professional Development.



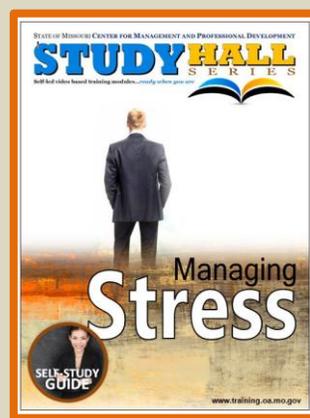
The lesson makes the point that all of us must be responsible for how we deliver and receive messages, as well as the symptoms and consequences of inappropriate defensiveness.



Improve teamwork and productivity by learning how to effectively handle diversity-related tension while modeling respectful communication – a key competency for today's workplace



Learn about forms of workplace violence, such as threats, intimidation, harassment, and cyber-bullying – behaviors that can be precursors to physical violence; then discover how to spot warning signs, and defuse potentially violent situations through compromise, collaboration and avoidance.



This lesson shows how people are vulnerable to stress, especially in positions which carry more responsibility than authority, or lack the support they may need. You will also discover how stress can be caused by our own personality or anxieties; and receive positive approaches to alleviate anxiety, for yourself and others on your work team.

Take any lesson for \$20, or each series of 4 lessons for \$75.

Each lesson provides one hour of Management Training Rule credit.

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**Center** FOR  
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**Go ahead. Take your seat.**