

## **Anger Management Training**



This class is taught by Bill Staton, who brings many years of experience in teaching, counseling and providing court mandated anger

management training. The class teaches managers and employees how to effectively handle and manage anger, both within themselves and among others. Participants will learn how to effectively deal with their anger in healthy and productive ways, instead of resorting to more toxic and destructive approaches.

Bill Staton has actively mediated for MMS since 1988 and has been a trainer since 1995. Bill has taught MMS's mediators and staff how to effectively manage angry people.

Bill was in the third training group for Alternatives to Violence (ATV) and began teaching men's classes for ATV in 1986. Parents and Children Together (PACT) continued the contract in the 90s. Bill continued to teaching with PACT until 2014.

He then left the agency to start a group called Kuponu Kane (Men of Integrity) to volunteer his time to teach core values to men. Upon leaving PACT, Bill was hired by Ohana Family Recovery to work with court-mandated men that PACT/FPC is unable to serve. Being a combat disabled VietNam Veteran hasn't stopped him from committing his life to continuing to help others.

## **The Cost of Conflict**

Conflict in the workplace is widespread and costly.

Management can spend substantial time and energy dealing with employee conflict.

This can cause wasted time, turnover, lowered motivation, poor decision making, errors, unnecessary restructuring, lost work time and health care costs.

### **Good News**

Skillfully managed conflict can be a force for growth and positive change. Neutral, trained mediators are your first step in creating a positive change for your business or organization.

### **About Us**

Maui Mediation Services, Inc. was established in 1982. Our mission is to provide, teach, and facilitate appropriate dispute resolution for people of all ages. We bring people together to find their own best solutions. This process promotes respect, communication and peace.



## **Effective Management of Workplace Conflict**



The missing piece that  
bridges differences

808-244-5744  
[www.mauimediation.org](http://www.mauimediation.org)

## Civility in the Workplace

This training was designed to empower you and your team to develop tools and techniques that enable staff to anticipate, prevent and overcome conflicts. As employees learn skills to resolve conflicts on their own, managers face fewer interruptions and productivity can increase. MMS has conducted trainings for government agencies, schools, nonprofits and private businesses.

Our training provides:

- ~ Advanced communication skills
- ~ Ability to turn destructive conflict into constructive collaboration and effective conversation
- ~ Skills to diagnose conflict before it intensifies
- ~ Ability to apply the best practices for handling conflict and resolving issues while maintaining positive relationships
- ~ Tools to effectively manage conflict to achieve a sustainable, engaged and optimum performing workplace
- ~ The ability to address toxic employees and bullying behavior



Building bridges

## Workplace Opportunities

MMS offers customized conflict resolution techniques designed to meet the needs of your organization. Our services include:

- Civility in the workplace training
- Anger Management training (See reverse)
- Meeting facilitation
- Strategic planning facilitation
- Advanced communication
- Managerial mediation
- Mediation

### About our Trainer:

**Diane Petropulos** is a lead mediator and trainer with MMS. She conducts workshops for new and advanced mediators, as well as providing Workplace Conflict trainings to businesses and agencies. She holds a Master's Degree in Educational Administration.



Full and half day workshops for staff and management.

We offer a free assessment to match your organizational needs with our services.



## Testimonials from professionals about our trainings:

- ~ "Great tools to deal with a very powerful topic that affects all professions. Great interaction between trainer and participants."
- ~ "I learned to focus on the problem or issue at hand rather than the people and to model good behaviors by not allowing personal attacks."
- ~ "Good techniques were discussed which provided tools in which to skillfully address conflicts."
- ~ "MMS provided tools in which to skillfully address conflicts."
- ~ "Brought new ideas, as well as techniques, to recognize gaps in conflict management style and how to address them."
- ~ "I learned how to listen and be in the moment."
- ~ "Helpful and useful tools we can use on a daily basis."

Balancing and building

