



# The Lukaszewski Group

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Management Consultants  
In Communications

## **WE NEED A SPEAKER**

### **PRESENTATION TOPIC DESCRIPTIONS**

#### **Resolving Conflict: Dealing With Angry, Irritated, Unconvinced Publics . . . Customers, Neighbors, Employees, Investors, and Critics**

When corporate behaviors and decisions collide with community, employee, or constituent expectations and values, the result is often anger, cynicism, confrontation, and even organized opposition. Anger undermines reputation, disturbs the order of things. It reduces or stops progress.

Quite often the trigger for high levels of emotion is the all too typical fact-filled, economically driven, impersonal corporate response. Employee anger rises from pride, embarrassment, or victimization. Community anger arises from core value sensitivity.

Management's tone is crucial to successfully diffusing highly charged emotional situations. Appropriate tone enables the re-examination of attitudes, approaches, and assumptions about communication and management decision making.

In this program, Jim Lukaszewski, one of America's premier corporate trouble shooters and executive counselors and coaches, shares useful, sensible, and constructive approaches and strategies to mitigate, manage, and stabilize emotionally charged environments and situations. Jim will talk about arrogance reduction and avoiding the typical management behaviors that tend to make situations worse, and often create even more victims.

#### **Program Topics**

- Learn how to release leadership testosterone when under attack.
- Understand how publics get angry, then even angrier.
- Recognize why perceptions are more important than facts.
- Prepare to counteract a pattern of angry behavior and victimization.
- Explore useful approaches that reduce anger and frustration.
- Develop response strategies to tough, touchy, sensitive emotionally driven questions and questioners.

**For Additional Information or to Schedule Mr. Lukaszewski Right Away**

Please call us at 914.681.0000 to discuss your conference or meeting and speaker needs. Or contact us via E-mail at [tlg@e911.com](mailto:tlg@e911.com). Please describe the nature of your event, the audience, the date(s), time(s), and location, along with your name, title, organization, mailing address, E-mail address, direct telephone number, and facsimile number. We will respond promptly.