



Carlos Todd, LPC
President

Conflict Coaching & Consulting, PLLC

Affordable, Convenient & Content Rich Online Programs

To whom it may concern:

Conflict Coaching & Consulting, PLLC is located in Charlotte, North Carolina. This company is a Professional Limited Liability Company and is credentialed by the North Carolina Board of Licensed Professional Counselors. The online anger management program was developed by Carlos Todd, a Licensed Professional Counselor (LPC), a Nationally Certified Counselor (NCC), Certified Anger Management Facilitator (CAMF), former president of the American Association of Anger Management Providers.

In order to be issued an electronic certificate, the student must study and complete exercises from 200 to 400 slides of audio visual content and achieve a passing score of 80% or higher in our electronically generated exams at the end of each course module (some courses have up to 4 modules). It is understood that the rules regarding the acceptance of online courses vary from state to state and county to county. Therefore, every student is encouraged to verify that an online course will be accepted for their circumstance. This letter is meant to aide in the determining the acceptability of our course in individual situations.

Attached is an overview of the components of our 8, 16, and 24 hour programs which have been taught to hundreds of students all across the United States. As a statement to our credibility our certificate have been accepted in the following states and overseas countries: Alaska, Arizona, California, Connecticut, Colorado, Florida, Georgia, Idaho, Illinois, Indiana, Iowa, Kentucky, Maryland, Michigan, Minnesota, Missouri, Montana, Nevada, New Hampshire, New Jersey, New York, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Virginia, Washington, Wisconsin, Washington D.C., United Kingdom and Canada.

If there are any questions contacted us at 704-804-0841 or todds@masteringanger.com

Carlos Todd, LPC, CAMF

Director, Conflict Coaching & Consulting, PLLC

Conflict Coaching & Consulting, PLLC
10130 Mallard Creek Road, Suite 300
Charlotte, North Carolina 28262
Phone: 704-804-0841
www.masteringanger.com
todds@masteringanger.com



Program components

Introduction to anger and conflict management

- Emotional competence
- Communication skills
- Conflict Styles
- Negotiation
- Managing Stress Resiliency

Overview of conflict

- Bad conflict/good conflict
- When conflict is good and when is it bad
- When conflict occurs—home, school, workplace, community
- Why resolve conflicts
- The destructive nature of conflict
- The constructive nature of conflict

Emotional competence

- What are emotions?
- What is emotional intelligence?
- What is emotional awareness?
- Building empathy
- What is emotional literacy?
- Techniques to build greater self awareness
- How to help others feel respected
- Perception as deception
- Knowing what your emotional needs are and getting it in a respectful way.
- Building good decision making skills
- Understanding you beliefs and values and respecting the beliefs of others
- Learning to forgive and move on
- Learning the warning signs of impending conflict how to mitigate them



Communication Skills

- What is communication?
- Negative communication
- Positive communication skills
- The power of body language—improving body language
- Respectful expression of feelings—I statements
- Conflict—what is it—Conflict resolution techniques
- Techniques to defuse a conflict
- Warning sign to avoid conflict
- Tools to say no and still be respected
- Techniques to praise and motivate others
- Use rephrasing, active listening and passive listening
- Letting go of control
- Rules of engaging in conflict
- Avoiding negative communication styles—aggressive, passive and passive aggressive
- What is assertiveness? ---Tools to build assertiveness—Goals and obstacles

Managing Stress

- What is stress?
- Why manage stress
- What are your stressors?
- It is our thinking that causes stress—not the event
- What is negative self talk—kinds of negative self talk—improving self talk
- How stress can numb the emotions and reduce emotional awareness
- How stress affects the body and mind

Techniques

- How exercise relieves stress—creates a small exercise table
- Nutrition and stress management
- Getting enough rest
- Socializing with others
- Developing a hobby
- Making time for play
- Deep breathing and meditation
- Time management techniques—what works best for you?



Resiliency and the motivation to change

- What is resiliency?
- How does resiliency relate to conflict management?
- Building resiliency
- Factors needed to build resiliency
- Why others fail to change—how you will succeed
- How to build motivation
- What to do when you get discouraged
- How to see change as my only option—what is at stake if I continue in my anger and conflict
- Create a table—Current problems—Areas that need improvement—what can I do—what result do I want
- Enrolling friends and family to improve motivation
- What to do when you get discouraged

Conflict styles

- What are conflict Styles?
- What is your conflict style?
- Techniques to improve your conflict style

Negotiation

- What is negotiation?
- Creating win-win
- Negotiation with your spouse
- Negotiating at work
- Negotiation for daily life—staying calm



Quick Facts

24/7 access to your courses

8-5 Phone support

No waiting for certificate in the mail

Two certificates rejection in 2 years

Developed by a Certified Anger Management Facilitator

Hundreds of satisfied nationwide clients per month

Better Business Bureau protection

Full refund policy

Company accredited by the North Carolina board of Licensed Professional Counselors

Flexible 8, 16, 26 hr classes

Very popular \$99 class