

# Safety Seminar

## Communication in Conflict - Gary McDougall

In this presentation participants will explore how our individual perceptions, assumptions and mindset affect our thoughts, behaviours and attitudes. This leads to the positive or negative outcomes of our personal interactions.

We will examine the need for professionalism, strategies for managing our own emotions during difficult interactions and when we communicate with those difficult people we interact with.

The session will conclude with a specific strategy for defusing angry people and dealing with those who are verbally aggressive.

This will include an exploration of the concept of "response expectation" and the "emotion/reason equilibrium". This provides some understanding of why people act as they do in conflict.

### About the Speaker:

Gary is a retired police officer who served with the Calgary Police Service for 25 years. During the last 9 years of his career, Gary was a member of the Hostage/Crisis Negotiation Team.

Gary is both a graduate of the FBI Crisis Negotiators Training School and has also served as an Instructor at the FBI Training Academy in Virginia, assisting in the training of new FBI Hostage and Crisis Negotiators.

He served as both a Team Leader and Training Coordinator for the Calgary Hostage Negotiation team and upon retiring in 2006, Gary formed a company called Conflict Solutions. He is currently on the speaking circuit, delivering training in several disciplines which include effective negotiation skills, conflict management, dealing with difficult clients, ethics in the workplace and workplace violence issues.

Gary is also a member of the Canadian Speakers Bureau as well as a Lead Instructor for the National Tactical Officer's Association and in that capacity, he travels around North America teaching crisis intervention and hostage negotiation skills to law enforcement agencies.

Gary served as an Instructor at the Canadian National Police College in Ottawa teaching negotiation skills to National as well as International students.

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