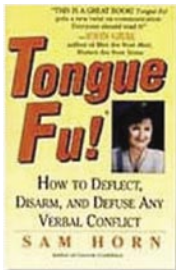


# Tongue Fu: How to Deflect, Disarm, and Defuse Any Verbal Conflict

Wednesday, February 15, 2006; 8:30-4:00

California State University, Chico



Bonus!  
Receive  
this book  
when  
you  
attend.

**What do you do when someone says something unfair or unkind?** Do you say nothing for fear of making things worse? Do you say the first thing that comes to your mind—then wish you could take it back? Or, do you think of the perfect response—but only when you're on your way home?

No one likes to deal with difficult people, but it's a fact of life in every workplace. If you'd like to know what to say when you don't know what to say; if you'd like to learn how to turn conflict into cooperation; if you'd like to be kind and compassionate even when others are not, Tongue Fu is for you.

Originated by author and presenter Sam Horn, Tongue Fu is the constructive alternative to delivering a tongue-lashing or just being tongue-tied. This trade-marked communication process will show you step-by-step how to handle difficult individuals without becoming one yourself.

Tongue Fu is martial arts for the mind and mouth. The goal of this workshop is to help you learn how to conduct yourself with confidence so you're less likely to be abused verbally. If provoked, however, Tongue Fu teaches you how to protect yourself. Armed with Tongue Fu skills, you need never again experience a mental melt-down or feel helpless in the face of verbal aggression.

Tongue Fu is not just about handling unfair or unkind behavior. It's more a philosophy of life, a way to communicate that can help you get along better with everyone both on and off the job. You'll walk away from this session with dozens of clever, non-combative comebacks, so the next time someone puts you down, you can speak up.

Want to stand up on your own two feet without stepping on someone else's toes? This is the workshop for you!

*In addition, you'll discover how to*

- *Think on your feet (and seat) so you're never at a loss for words*
- *Resolve arguments quickly and fairly*
- *Keep emotions and tempers in check*
- *Put an instant end to complaints and arguments*
- *Persuade people to stop, listen, and consider other points of view*
- *Handle hassles with humor instead of harsh words*
- *Use words that establish rapport rather than build resentment*
- *Keep rude customers and/or co-workers from ruining your day and your life*

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*Instructor:* **Sam Horn**

*Fee:* **\$179\***

*Hosting campus courtesy fee for CSU Chico employees:* **\$149**

*Campus contact:* **Clare Roby, Center for Regional and Continuing Education**

*Registration:* **[www.TheSource.calstate.edu](http://www.TheSource.calstate.edu)**

*\*Are you eligible for a discount for registering early? Check the website.*

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