



## **Before Conflict: Preventing Aggressive Behavior**

### **Dr. John D. Byrnes**

In *Before Conflict: Preventing Aggressive Behavior*, Dr. John D. Byrnes gets to the heart of the concept of aggression prevention. Rather than look strictly at violence and all its implications - fatalities, crime, and assault - Byrnes instead chooses to look ahead, in order to prevent aggression versus simply reacting to it. By using a unique methodology of Aggression Management®, those responsible for the safety of others may circumvent the standard practice of mere "conflict resolution" by dealing with the problem before it creates conflict. Because everyone experiences and manages anger differently, Aggression Management® teaches readers not only how to measure their own aggression, but that of others as well. The result empowers the reader to stop problems before they even develop. This book is recommended for anyone responsible for the safety of others, especially people who work in the fields of education, health care and social services, law enforcement, the retail food service industry, and the U.S. Postal Service.

Learn the Skills that thousands of others have used to diminish and prevent aggression in their lives and their workplaces, and increase your own productivity as a result.

### **About The Author**

John D. Byrnes, D.Hum. coined the phrase Aggression Management®. Organizations come to Dr. Byrnes because he is the leading authority on preventing aggression in the workplace and in schools. He has conducted Aggression Management® Workshops for some of the nation's largest employers, among them the United States Postal Service, NASA, United States Department of Agriculture, and Disney Development. He has published articles extensively and has spoken before many national associations. This is his first book.

### **Remarks**

""The advice and information in this book is not just sound and useful, but potentially lifesaving.""—  
**Lt. Col. Dave Grossman, (Ret),, Director of Killology Research Group, author of the Pulitzer nominated, *On Killing, and Stop Teaching Our Kids to Kill***

""These [skills] enabled me to see the relevance of aggression to me in ways I'd not considered. . . everyday occurrences that could escalate.""—**Joann Odenwelder, Division Director, Risk Management Member Services., Texas Association of School Boards**

""[These skills] gave me some positive alternatives to physical pressure often needed with dealing with violent youth. Also gave me some techniques to use to calm a heated situation. I liked the techniques to escape, you need every resource you can gather to work with them. How to escape and protect yourself is very important.""—**Joan Moore, Director of Alternative Education, Paris Independent School District**

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[DrJohnByrnes@AggressionManagement.com](mailto:DrJohnByrnes@AggressionManagement.com)

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