



Lena Scullard presents...

# *Chaos to Calm*

## Transforming Conflict with Emotional Intelligence

Emotional intelligence strategies to de-escalate conflict and harness collaboration.

### Program Summary

Chaos to Calm: Transforming Conflict with Emotional Intelligence equips individuals with the tools and strategies needed to de-escalate conflicts and create positive outcomes. By leveraging emotional intelligence, participants learn to recognize and manage their emotions, empathize with others, and respond intentionally during high-stress interactions. This program emphasizes practical techniques, such as the H.E.A.L. framework and self-regulation drills, to help professionals remain composed and effective in challenging situations.

For organizations, Chaos to Calm delivers a tangible return on investment by reducing workplace tension, improving customer and colleague relationships, and fostering a resilient, emotionally intelligent workforce. Participants leave with actionable skills that enhance communication, build trust, and promote a calmer, more collaborative work environment.

### Program Reviews

“Great speaker with great energy!

Lena did a great job with our group. She had great talking points and was able to keep everyone engaged throughout the entire time. Lena not only brought the energy but had great information to back it up. 10/10 would recommend for your next event.”

“Easy to understand and comprehend. I will continue to make choices that positively impact myself and others.”

“I learned how to better handle hostile situations.”

### Key Objectives & Outcomes

- Develop self-awareness to identify and regulate emotional triggers during conflicts.
- Master practical self-regulation techniques to maintain composure under pressure.
- Cultivate empathy to better understand and address the emotional needs of others.
- Implement de-escalation strategies, including the H.E.A.L. framework, to resolve conflicts constructively.
- Adopt post-conflict recovery rituals to reduce stress, reflect, and improve resilience.

Book a Call with Lena



lenascullard@lmsproductionsllc.com



[www.lenascullard.com](http://www.lenascullard.com)