



Before Conflict: Preventing Aggressive Behavior

John D. Byrnes

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In *Before Conflict: Preventing Aggressive Behavior*, John 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 violence rather than simply to act in reaction 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.

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