

# DESK RAGE: Coming to an Office Near You?

Forget about road rage. These days, it's "desk rage" you should be worried about. In a 2001 survey, 42% of respondents reported yelling and verbal abuse at work, 23 percent said they have been driven to tears over workplace stress, and 10 reported physical violence (Source: MSNBC.com). We might shrug and say people sometimes "just snap." But Deborah Smith Pegues sees a deeper problem. She believes people are afraid to confront problems initially, which leads to built-up stress that can eventually boil over. Meeting face-to-face to resolve an issue is difficult, but Pegues makes it easier by sharing...

- ∞ **Effective and compassionate techniques for handling conflict**
- ∞ **Practical strategies for resolving conflict**
- ∞ **How personality types influence discussions**
- ∞ **Suggestions for minimizing defensiveness**
- ∞ **Ideas for developing and promoting cooperation**

Every day we face situations that can lead to conflict. Pegues leads you to make good decisions about when to confront someone and how to do so in a non-threatening, non-offensive way. She shares specific advice for dealing effectively with people of different personality types, so confrontations don't have to be painful or awkward.

***"Many shy away from it, but confrontation can be a powerful tool for personal growth and relationship enhancement when done the right way."***

As she lays out the process of a successful confrontation, Pegues will show you how to speak the right words, how to listen, and how to negotiate appropriate behavior for the future. She also discusses the important role of boundaries in maintaining good relationships with others. Once you grasp Pegues' simple, no-nonsense approach, you'll be fully prepared to talk over and resolve issues at home, work, and in social situations.



# Quotes

from Deborah Smith Pegues in  
*Confronting Without Offending*

“Perhaps you’ve fantasized about a relationship environment in your life where everyone flowed in total harmony—completely free of offenses and interpersonal conflict. Wake up! You’re dreaming. It’s time to deal with Reality 101. Problems and conflict are a fact of life.”

“Confrontation is necessary for growth. If we care, we will confront and believe God for a favorable outcome.”

“Once you learn to confront personal offenses and stop being a victim, you’ll feel empowered. You’ll stop having conversations with yourself about what you should have said or beating yourself because you didn’t speak up. Your self-esteem will increase and you will gain the respect of others.”

“The apostle Paul cautioned us to ‘make every effort to keep the unity of the Spirit through the bond of peace’ (Ephesians 4:3, NIV). He also admonished, ‘If it is possible, as much as depends on you, live peaceably with all men’ (Romans 12:18). The challenge is clear. Each of us must make it our priority and personal responsibility to stay in harmony with our fellowman.”

“Effective communication is the foundation of all human endeavors. Therefore, you must be diligent to keep the door of communication open even in the face of conflict.”

“Confrontation is godly and is mandated by the Lord; retaliation is ungodly and thus forbidden.”



# Bio Sketch

## DEBORAH SMITH PEGUES

Author of  
*Confronting Without  
Offending*

Deborah Smith Pegues is a dynamic, high-energy seminar leader and motivational speaker who delivers sage advice on gaining relational, financial, and emotional freedom. An astute financial executive and behavioral consultant, she captivates audiences with a forthrightness that crosses all social, racial, and economic strata.

A prolific writer, Pegues' hard-hitting style translates well to the written page. Her books include *30 Days to Taming Your Tongue*, *30 Days to Taming Your Finances*, *30 Days to Taming Your Stress*, *Supreme Confidence*, *Emergency Prayers*, *Socially Smart in 60 Seconds*, and *Financial Survival in Uncertain Times*.

In *Confronting Without Offending*, Pegues shows how to approach difficult situations so relationships are strengthened, not broken. From her years as a certified behavioral consultant and from personal experience, God's Word, and research, Pegues shares powerful tools for talking over and resolving issues at home, at work, and in social situations. Readers will discover effective techniques for handling conflict and dealing with different personality types. Although meeting face-to-face to resolve an issue is difficult, Pegues makes it easier by sharing examples of good communication and offering specific steps for dealing with conflict.

In a second book release this season, Pegues bring her vast experience in the financial sector to bear on the current economic crisis in *Financial Survival in Uncertain Times*.

Pegues has made many media appearances to discuss the life-changing principles presented in her works. She has appeared on radio and television shows produced by FamilyNet, Crossroads Christian Communications, Salem Radio Network, Moody Broadcasting Network, New Day Ministries, and more.

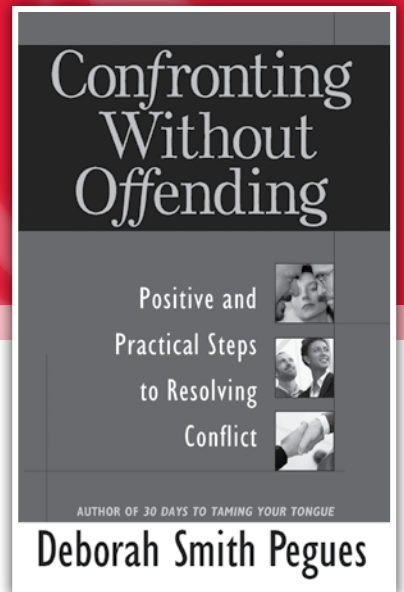
A seasoned and capable businesswoman, Pegues has held executive positions in major corporations, including MCA INC./Universal Studios' venture capital division, and Hughes Aircraft's billion-dollar space & communications division. Her inspirational and motivational messages have resulted in words of acclaim from audiences around the world affirming the effectiveness of her full-time writing and speaking ministry.

Several celebrities have hired Pegues as a financial adviser, and her monetary expertise is regularly sought by non-profit organizations and emerging businesses domestically and in South Africa. She formerly served as Chief Financial Officer of the 18,000-member West Angeles Church of God in Christ and continues to be in great demand to share her expertise on church financial management.

A Certified Public Accountant, Pegues holds a bachelor's degree in accounting from the University of North Texas and an MBA in finance from the University of Southern California. She and her husband, Darnell, have been happily married for almost 30 years and regularly present marriage enrichment seminars.

# Interview Questions

- ☞ Why are people so afraid of confrontation, even when it's necessary?
- ☞ What does the Bible say about confrontation?
- ☞ Does confrontation always have to be negative?
- ☞ What should be the goal in any confrontation?
- ☞ How can someone determine whether it's necessary to confront someone or if it's better to simply keep quiet?
- ☞ What's the most important thing to keep in mind when confronting someone?
- ☞ What are some things to avoid in a confrontation?
- ☞ What about when we are the offender? How can we work toward reconciliation when we realize we've hurt someone?
- ☞ Do we confront everyone the same way, or should we tailor the confrontation to a person's personality?
- ☞ Can you share an example of how you successfully confronted someone without offending them? Do your confrontations always work?



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