



John D. Byrnes

Founder and CEO

Headquartered in Winter Park, Florida, the Center for Aggression Management was founded by John D. Byrnes, D.Hum., 20 years ago in 1993. Byrnes is a successful businessman, author and lecturer who became interested in the subject of aggression management after concluding that there were no comprehensive training programs dedicated to preventing aggression in the workplace. His research revealed that conventional approaches to deal with conflict and violence were not working. He therefore created the Center for Aggression Management® to fill this void and provide organizations with the much-needed *Aggression Management® Skills*. These human-based skills have demonstrated to employers that they can prevent aggression rather than merely react to it; by a cross-section of employers they have proven to be effective in diminishing aggression and increasing productivity. Following 9/11, Byrnes developed the predecessor to the Critical Aggression Prevention System (CAPS), an effective method of identifying a terrorist.

Byrnes was selected by the US Department of Labor to represent the United States at the *Violence as a Workplace Risk Conference* held in Montreal, Canada. This conference is a joint effort by the United States, Canada and Mexico through the North American Agreement on Labor Cooperation (NAALC), the NAFTA labor side agreement.

Byrnes authored the NaBITA Threat Assessment Tool, now being used by Behavior Intervention Teams in over 177 college and university campuses to assess the risk of violence. Byrnes developed the Critical Aggression Prevention System (CAPS) that is now validated by over 2 years application at Eastern Kentucky University.

Byrnes has conducted seminars and workshops for some of our country's largest corporations, organizations and schools: United States Post Service, NASA; Disney Development Company, Florida Hospitals, Kean University's Student Intervention Team, University of Mississippi's (Ole Miss) Student Intervention Team, US Army Center for Civilian Human Resource Management, Mississippi Safe Schools Center, numerous school districts across the country, as well as many National Associations: NASB (National Association of School Boards), TASB (Texas Association of School Boards), ASIS (American Society of Industrial Security), Alliance for American Insurers, MAPI (Manufactures Alliance), PESA (Petroleum Equipment Suppliers Association), ASLET (American Society of Law Enforcement Trainers), AIA (American Insurance Association), AORN (Association of Operating Room Nurses). VPPPA Annual National Conference: (*Voluntary Protection Programs Participants' Association*, FWCI (Florida Workers' Compensation Education Conference), Alabama Governor's Safety & Health Conference, The Florida Psychological Association has recommended *Aggression Management®* Workshops to all its psychologists. Byrnes has been an advisor to the Florida Partnership for Safety and Health. Byrnes was a founding member of the Advisory Board for the Center for Entrepreneurship at Crummer Graduate School of Business. He received an honorary doctorate of humanities in 2000 for his discovery and development of *Aggression Management*.

Byrnes authored "Before Conflict, Preventing Aggressive Behavior" currently being published by Scarecrow Education Press and he has been interviewed by or published articles for the **Wall Street Journal**; **USA Today (Campus Aggression Prevention System (CAPS) is featured in USA Today)**; Chicago Tribune; Los Angeles Times; Associated Press (AP); Business Insurance Magazine; Safety+Health (National Safety Council); Professional Safety (ASSE); Risk Management Magazine (RIMS); HRMagazine (SHRM); Legal Management, the Journal of the Association of Legal Administrators; CONTROLLER Magazine; *Public Risk Magazine* (PRIMA); American Health Consultants, Hospital Employee Health Magazine; The Law Enforcement Trainer (ASLET); Journal of Emergency Management; InSights (The Aon Risk Services Risk Management and Insurance Review); Reuters Wire Service; CNN.COM; Knight Ridder Newspapers; Workplace Violence Prevention Reporter - James Publishing; TODAY, Gannett Suburban Newspapers; Black Enterprise Magazine; The Cincinnati Enquirer; South Florida Sun-Sentinel; Yomiuri Shimbun; The Orlando Sentinel; St. Petersburg Times; The Gazette, Montreal, Canada; Wired News; Global Energy Business; About.com, The Human Internet; NewsNet5; Denver Post; Rocky Mountain News; Federal Times; The Atlanta Journal; Washington Office; The Synergist; Long-Term Care Administrator - Published by American College of Health Care Administrators; and Safety Check - Published by Rodale Press; Florida Society for Healthcare Risk Management - an affiliate of the Florida Hospital Association; Global Television Network-Quebec, Canada; WCPX-TV Channel 6; WESH-TV Florida's 2 NBC; WOFL Fox35-TV; The Wall Street Journal Radio Network: Work & Family; WOMX-FM Radio 105.1; WCFB-FM Radio Star 94.5; WHTQ Radio 96.5; WHOO Radio 990; WDBO-AM Radio 580; WWKA-FM Radio K92; WTKS-FM Real Radio 104.1 WLOQ-FM Radio 103.1; News Talk Television - Gannett Co. Inc.; Radio KRRF Denver, 1280 Ralph; Kool 105 KXK Los Angeles; CBS New Radio; and WMAL, ABC affiliate in Washington, DC.

For a partial list of clients, go to <http://www.aggressionmanagement.com/clients.html>