



VERBAL JEET: *Resolving Conflict As An Emotionally Intelligent Communicator*

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- What is **VERBAL JEET** ... and how can we all learn to use it?
- How can you **RESOLVE CONFLICT** rather than **ESCALATING** it?
- How should you define “**RESPECT**”?
- What are “**EPR**” **SKILLS** and why are they **CRITICAL** in keeping others off the defensive?
- What is the “**POWER OF VULNERABILITY**”?
- What is the “**NEUROLOGY OF EMOTIONS**” and why do we humans react the way we do?
- What are the **THREE COMMUNICATION STYLES** we use ... and which one works?
- How can “**RETREATING**” and “**ATTACKING**” Communication Styles **DESTROY** all of your relationships ... even though they are the most common styles we use?
- What is “**HONEST RESPECTFUL COMMUNICATION**”?
- What are “**PARROTING**” and “**REWARDS**” ... and how do they equal “**RESPECT**”?
- What is “**ACCUSATORY LANGUAGE**” and how will it **ESCALATE** any conflict?
- Why does **CONFLICT** build **TRUST**?
- Why are **PASSIVE AGGRESSIVES** the most evil people in the world?
- Why is **EMOTIONAL INTELLIGENCE** a **KEY SKILL** in Resolving Conflict?
- What is the #1 **KILLER OF ALL RELATIONSHIPS**?
- Why do over 70% of all **THIRD MARRIAGES FAIL**?
- What should you **REQUIRE** in your culture to resolve conflict?

...and **MUCH, MUCH** more...

Join Scott as he outlines the basic skills of **EI** and **CONFLICT RESOLUTION** that allows anyone to more effectively **RESOLVE CONFLICT** rather than **ESCALATING** it! Scott will not only outline these processes for you in his own unique, practical, entertaining and humorous style, but he will show you how to use this information **IMMEDIATELY!**



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Business First's 20 People To Know In HR

CEO Magazine's 2008 Human Resources "Superstar"

Nationally Certified Emotional Intelligence Instructor

2012, 2008, 2007, 2006 and 2003 SHRM National Diversity Conference Presenter

Scott Warrick combines the areas of law and human resources to assist organizations in **"Solving Employee Problems BEFORE They Happen."** Scott uses his unique background of **LAW** and **HUMAN RESOURCES** to help organizations get where they want to go, which includes coaching and training managers and employees in his own unique, practical, entertaining and humorous style.

[Scott Trains Managers and Employees ON-SITE in over 50 topics](#)

Scott's book,

["The Human Resource Professional's Complete Guide To Federal Employment And Labor Law,"](#)

is a favorite among HR professionals and students.

Scott's academic background and awards include:

Capital University College of Law (Class Valedictorian (1st out of 233))

Master of Labor & Human Resources and B.A. in Organizational Communication:
The Ohio State University

The Human Resource Association of Central Ohio's Linda Kerns Award for Outstanding Creativity in the Field of Human Resource Management and the Ohio State Human Resource Council's David Prize for Creativity in Human Resource Management

For more information on Scott, just go to www.scottwarrick.com