

# ***EFFECTIVELY ADDRESSING & RESOLVING CONFLICT***

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- How can you **RESOLVE CONFLICT** rather than **ESCALATING** it?
- What are “**EPR**” **SKILLS** and why are they **CRITICAL** in keeping others off the defensive?
- 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?**”
- Why does **CONFLICT** build **TRUST**?
- How do the **PASSIVE AGGRESSIVES** destroy **TRUST** worse than your **ATTACKERS**?
- What is the #1 **KILLER OF ALL RELATIONSHIPS**?
- Why do over 70% of all **THIRD MARRIAGES FAIL**?

**...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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Scott Warrick, JD, MLHR, CEQC, SHRM-SCP ([www.scottwarrick.com](http://www.scottwarrick.com)) is a two-time best-selling author, a national professional speaker, a practicing Employment Law Attorney and a Human Resource Professional with 40 years of hands-on experience. Scott uses his unique background to help organizations get where they want to go, which includes coaching and training managers and employees in his own unique, practical and entertaining style.

**Scott Trains Managers & Employees ON-SITE in over 50 topics,** all of which can be customized **FOR YOU!** Scott travels the country presenting seminars on such topics as Employment Law, Conflict Resolution, Leadership and Tolerance, to mention a few.

### ***LET SCOTT DESIGN A PROGRAM FOR YOU!***

Scott combines the areas of law and human resources to help organizations in “Solving Employee Problems **BEFORE** They Start.” Scott’s goal is **NOT** to win lawsuits. Instead, Scott’s goal is to **PREVENT THEM** while improving **EMPLOYEE MORALE**.

Scott’s first book, **Solve Employee Problems Before They Start: Resolving Conflict in the Real World**, is a #1 Best Seller for Business and Conflict Resolution on Amazon. It was also named by EGLOBALIS as one of the best global Customer and Employee books for 2020-2021. Scott’s most recent book, **Living The Five Skills of Tolerance: A User’s Manual For Today’s World**, is also a #1 Best Seller in 13 categories on Amazon, including Business Leadership, Minority Studies, Organizational Change, Management, Religious Intolerance, Race Relations and Workplace Culture, to mention a few.

Scott’s **MASTER HR TOOL KIT SUBSCRIPTION** is a favorite for anyone wanting to learn Employment Law and run an HR Department.

Scott has been named one of Business First’s 20 People To Know In HR, CEO Magazine’s 2008 Human Resources “Superstar,” a Nationally Certified Emotional Quotient Counsellor (CEQC) and a SHRM National Diversity Conference Presenter in 2003, 2006, 2007, 2008, 2010 and 2012. Scott has also received the Human Resource Association of Central Ohio’s Linda Kerns Award for Outstanding Creativity in the Field of HR Management and the Ohio State Human Resource Council’s David Prize for Creativity in HR Management.

Scott’s academic background and awards include Capital University College of Law (Class Valedictorian (1st out of 233) and Summa Cum Laude), Master of Labor & Human Resources and B.A. in Organizational Communication from The Ohio State University.

For more information on Scott, just go to [www.scottwarrick.com](http://www.scottwarrick.com).

