

Resolving Conflict With EPR
Empathic Listening, Parrotting & "Rewards"

Scott Warrick, JD, MLHR, CEQC, SHRM-SCP

www.scottwarrick.com

1

FREE Lunch & Learn Videos Are Posted!

<https://scottwarrick.com/living-the-five-skills-of-tolerance/>

<https://scottwarrick.com/>

2

Diagnostic Diamond

EPR
 Empathic Listening, Parrotting & "Rewards"

EI + EPR = VERBAL JEET

Trust
 Is it Safe?

Emotional Intelligence
 Tolerance
 No Retreating or Attacking
 Intervention

Team
 Everyone is focused on the same goals.

"Hit King"
 Failed 70% of the time

www.scottwarrick.com

3

Diagnostic Diamond

EPR
 Empathic Listening, Parrotting & "Rewards"

EI + EPR = VERBAL JEET

Trust
 Is it Safe?

Emotional Intelligence
 Tolerance
 No Retreating or Attacking
 Intervention

Team
 Everyone is focused on the same goals.

Joe Morgan

www.scottwarrick.com

4

EPR
Empathic Listening, Parrotting & "Rewards"

"HOW CAN I HELP YOU?"


www.scottwarrick.com

5

What Is Conflict?

www.scottwarrick.com

6



DIVERSITY OF IDEAS

Can Intelligent People Disagree?

www.scottwarrick.com © 2011

7

When one set of radicals go 180 degrees to the right,

And the other set of radicals go 180 degrees to the left,

People Attacked = People Cancelled

They meet in the MIDDLE and become the same.

www.scottwarrick.com © 2011

8



TRUST:

Are You Making It SAFE?

www.scottwarrick.com © 2011

9



Is Conflict Avoidable?

www.scottwarrick.com © 2011

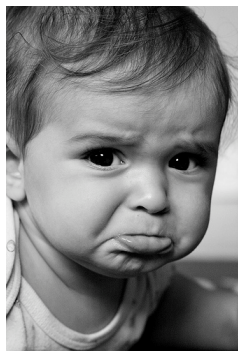
10



“I DON’T LIKE CONFLICT.”

www.scottwarrick.com © 2011

11



You Will ALWAYS Have Conflict.

The ONLY Issue Is Whether You Will Suppress It ... Escalate It ... or Resolve It.

www.scottwarrick.com © 2011

12


WHY DO MOST RELATIONSHIPS FAIL?
We CANNOT Handle Conflict!



www.scottwarrick.com

13

"Good morning America!"



What are we offended by, today?"

www.scottwarrick.com

14

What Are The
RULES
Of
Leadership?

www.scottwarrick.com

15

"Rules" of Leadership

RULE #1:
"NEVER UPSET ANYONE!"

RULE #2:
"AVOID ALL FORMS OF CONFLICT"

RULE #3:
"NEVER ADDRESS AN ISSUE.
IGNORE IT...IT WILL GO AWAY."

www.scottwarrick.com

16

"Rules" of (Leadership)
ENABLERS!!!

RULE #1:
"NEVER UPSET ANYONE!"

RULE #2:
"AVOID ALL FORMS OF CONFLICT"

RULE #3:
"NEVER ADDRESS AN ISSUE.
IGNORE IT...IT WILL GO AWAY."

www.scottwarrick.com

17

HR LIES: EUPHEMISTIC PHRASES

"We decided to go another direction..."

"We will contact you when we feel we have the need ..."

"That does not fit into our current culture ..."



www.scottwarrick.com

18



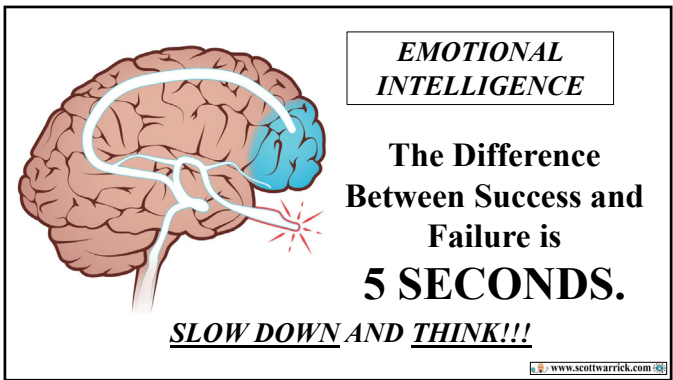
19



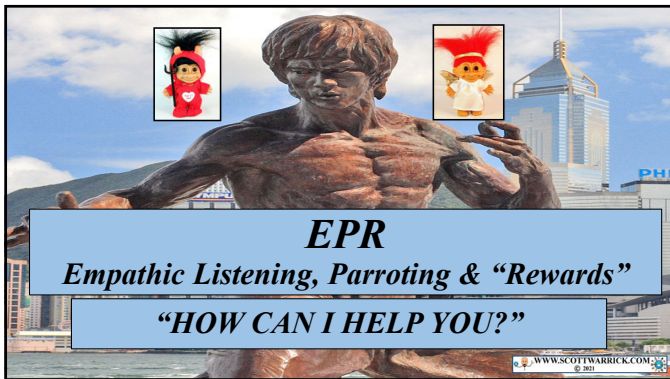
20



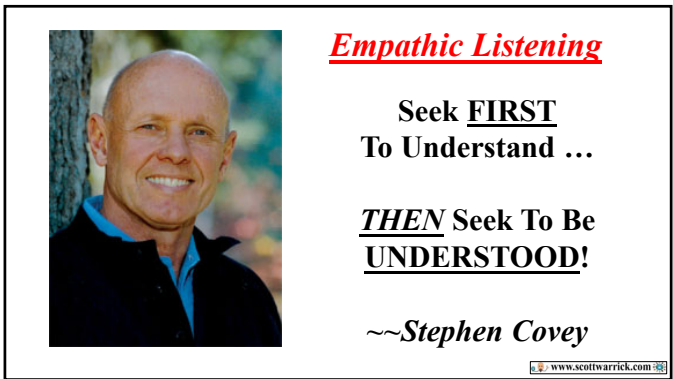
21



22



23



24



25



26



27




28



29



30



Tim Caine and Mike Pence
 77% of Caine's answers in the debate were ranked as either True, Mostly True, or Half-True.
 Only 58% of Pence's answers were ranked as True, Mostly True, or Half-True.

www.scottwarrick.com

31


Who Will Make More Money?



www.scottwarrick.com

32

Who Will Make More Money?



Every additional an inch of height someone has is worth \$789 a year in salary. In other words, a person who is six feet tall with identical credentials and demographics to someone who is five foot five inches tall will make on average \$5,523.00 more per year.

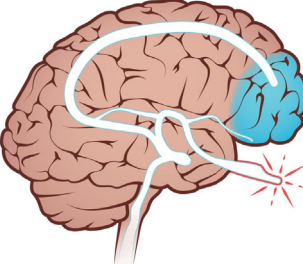
www.scottwarrick.com

33

MOST People Want ...
AFFIRMATION,
NOT
INFORMATION

www.scottwarrick.com

34



EMOTIONAL INTELLIGENCE

The Difference Between Success and Failure is **5 SECONDS.**

SLOW DOWN AND THINK!!!

www.scottwarrick.com

35



ENSURE COMMON UNDERSTANDING:
"PARROT"
BACK WHAT YOU HEARD

www.scottwarrick.com

36

Honest Respectful Communication

P = Parroting

Ensure
**COMMON
UNDERSTANDING**

www.scotwarrick.com

37

Honest Respectful Communication

P = Parroting

I want to make sure
I understand this...

www.scotwarrick.com

38



v.



REWARDS

v.

BOMBS

www.scotwarrick.com

39



=

**VALIDATION
IS NOT
AGREEMENT!**

www.scotwarrick.com

40



REWARDS

=

VALIDATION

*"I understand why
you did that ..."*

*"I can see both points
of view here, but I
think I need to voice
my opinion as well ..."*

www.scotwarrick.com

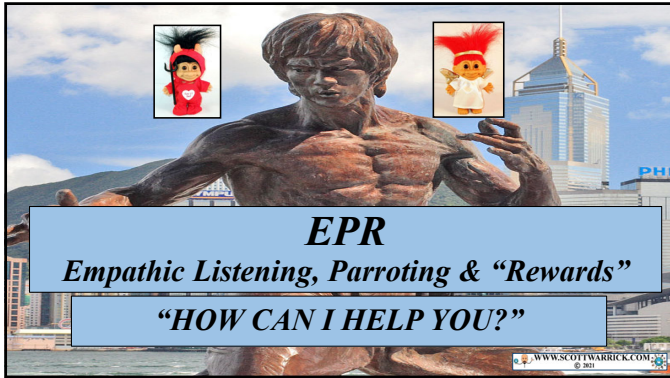
41



**I'M TRYING TO SEE THINGS
FROM YOUR POINT OF VIEW!**

www.scotwarrick.com

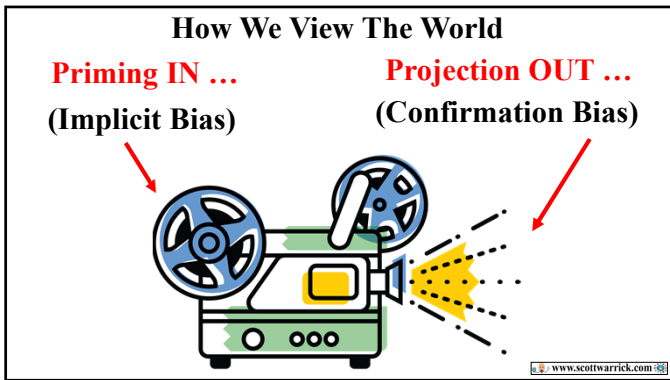
42



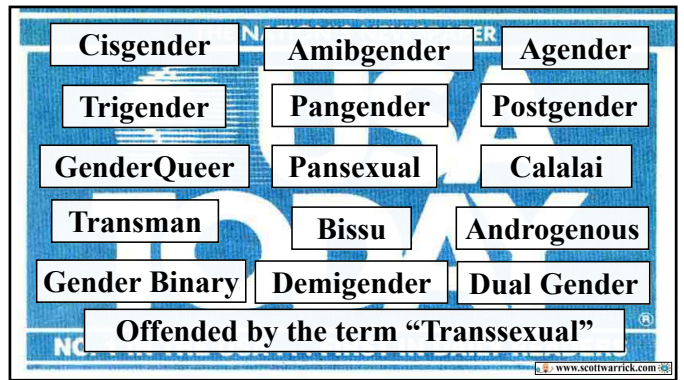
43



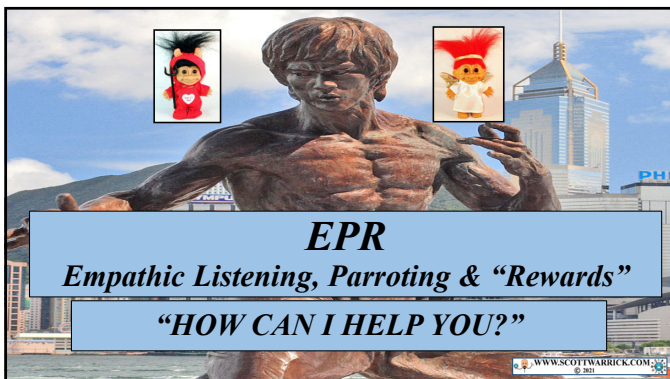
44



45



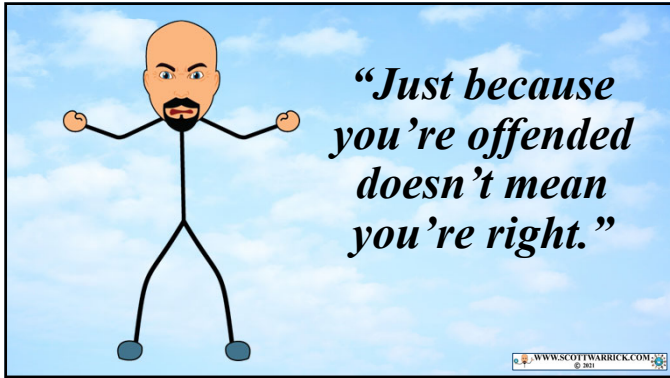
46



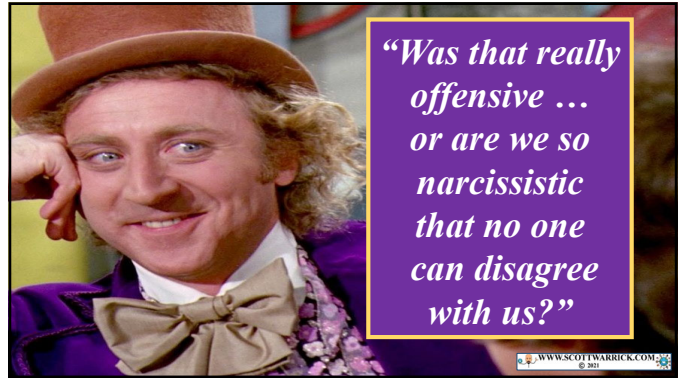
47



48



49



50



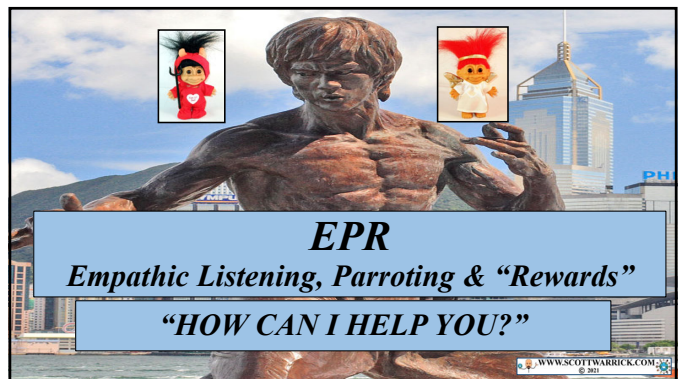
51



52



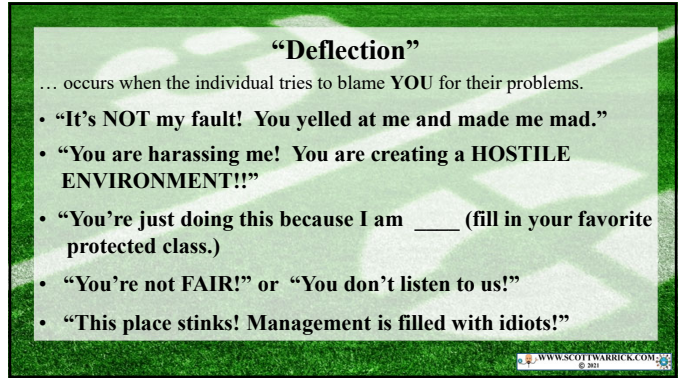
53



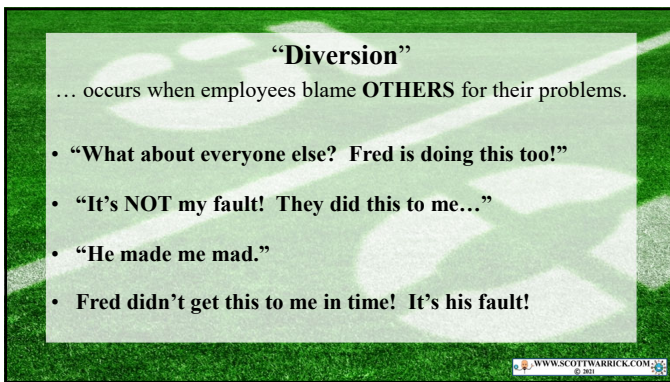
54



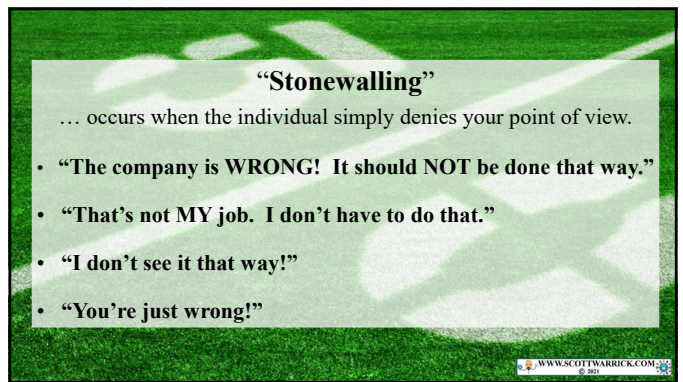
55



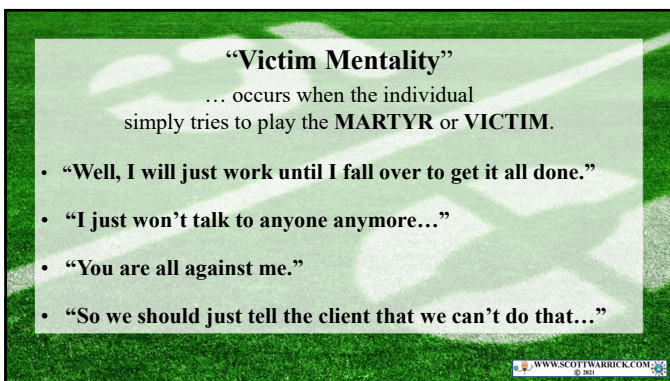
56



57



58



59



60

EPR
Empathic Listening, Parroting & “Rewards”
 “HOW CAN I HELP YOU?”

WWW.SCOTTWARRICK.COM

61

FREE Lunch & Learn Videos Are Posted!

<https://scottwarrick.com/living-the-five-skills-of-tolerance/>

<https://scottwarrick.com/>

62

HRCI Program ID: 584893

Resolving Conflict With EPR
Empathic Listening, Parroting & “Rewards”

Start Date: 3/16/2022
 End Date: 12/31/2022

1.5 Recertification Credit Hours: General

63

SHRM Activity 22-9WTZC

Resolving Conflict With EPR
Empathic Listening, Parroting & “Rewards”

Start Date: 3/16/2022
 End Date: 12/31/2022

1.5 Recertification Credit Hours

64

Disclaimer

This information is provided for educational purposes only. It is intended to be generic in nature and should not be applied nor relied upon in any particular situation without the advice of your attorney.

For more information and further assistance, please contact ...
 Scott Warrick’s Human Resource Consulting & Employment Law Services
 (www.scottwarrick.com)

&
 Scott Warrick’s Employment Law Services.
 scott@scottwarrick.com

© 2022 G. Scott Warrick

65