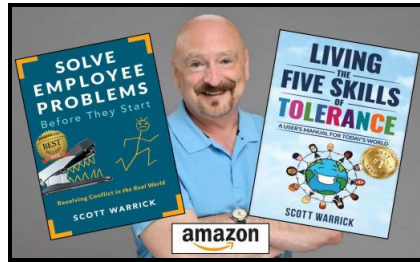


RESOLVING CONFLICT WITH EMOTIONAL INTELLIGENCE AND EPR!



Scott's book, [*Solve Employee Problems Before They Start: Resolving Conflict in the Real World*](#), was #1 on Amazon for Conflict Resolution! It was also named by EGLOCALIS as one of the best global Customer and Employee books for 2020-2021. Join Scott as he outlines the skills of **EMOTIONAL INTELLIGENCE** and **CONFLICT RESOLUTION** (EPR skills) that allows anyone to more effectively **RESOLVE CONFLICT** rather than **ESCALATING** it!

Scott Warrick, JD, MLHR, CEQC, SHRM-SCP
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Are you ready for a fresh and practical look at CONFLICT RESOLUTION that is ...

- **Easy to remember,**
- **Easy to use and**
- **REALLY works?**

Scott will address such issues as ...

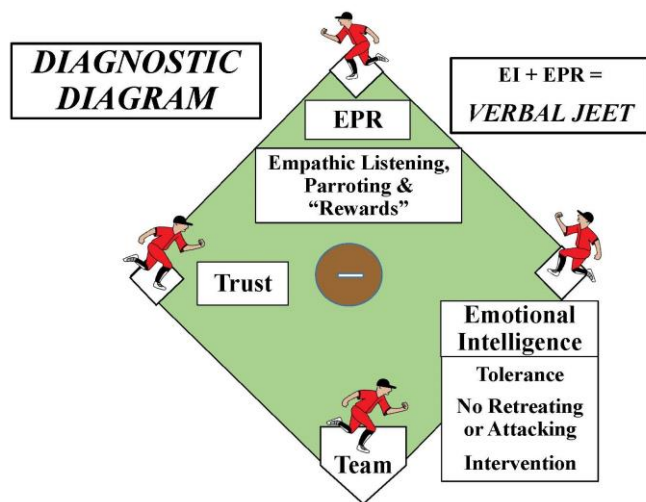
- What is the **DIAGNOSTIC DIAMOND** and how can it diagnose what went wrong in any conflict?
- What is **“HONEST RESPECTFUL COMMUNICATION?”**
- What are the **THREE COMMUNICATION STYLES** we use ... and which one works?
- How can you **RESOLVE CONFLICTS** in most any situation?
- What **PROVEN FORMULA** should you **ALWAYS** follow when **COACHING EMPLOYEES?**
- Why is **EMOTIONAL INTELLIGENCE** a **KEY SKILL** in Resolving Conflict?
- What is the **“NEUROLOGY OF EMOTIONS”** and why do we humans react the way we do?
- What can humans do to gain more control over their **EMOTIONS?**
- How can you **RESOLVE CONFLICT** rather than **ESCALATING** it?

- How should you define “RESPECT”?
- What are “EPR” (**Empathic Listening, Parroting and “Rewards”**) **SKILLS** and why are they **CRITICAL** in keeping others off the defensive?
- How can “RETREATING” and “ATTACKING” Communication Styles **DESTROY** all of your relationships ... even though they are the most common styles we use?
- What are “PARROTING” and “REWARDS” ... and how do they equal “RESPECT?”
- Why is the **ONLY** time you **BUILD TRUST** is when you are in **CONFLICT**?
- How do the **PASSIVE AGGRESSIVES** destroy **TRUST** worse than your **ATTACKERS**?
- What is the “MAGIC BULLET” in the **VERBAL JEET** system of resolving conflict?
- What is the #1 **KILLER OF ALL RELATIONSHIPS** including **MARRIAGES**?
- What should you **REQUIRE** in your culture to resolve conflict more effectively?
- How can you use “CONTRASTING” and “PARALLELING” to build **UNDERSTANDING**?
- What is “EMPATHIC LISTENING” and how can you use it **INSTANTLY**?
- What does it mean to be “HYPERSENSITIVE” according to the U.S. Supreme Court?
- Why do we “KILL THE MESSENGER” ... and what do we do about it?
- What is “ACCUSATORY LANGUAGE” and how will it **ESCALATE** any conflict?

...and MUCH, MUCH more...

Scott will not only outline these processes for you in his own unique, practical and entertaining style, but he will show you how to use this information *IMMEDIATELY!*

In this session, you will learn how to use and implement the DIAGNOSTIC DIAMOND into your culture and be able to diagnose what is going wrong in any conflict.



Learning Points

In this session, you will learn ...

- How to better control your ego and emotions in conflict situations,
- How to better address and resolve conflict situations rather than escalating them,
- How to use **EPR Skills (Empathic Listening, Parroting and “Rewards”)** to better address highly emotional conflict situations.

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Scott Warrick, JD, MLHR, CEQC, SHRM-SCP (www.scottwarrick.com) is both a practicing Employment Law Attorney and 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, entertaining and humorous style.

Scott Trains Managers & Employees ON-SITE in over 50 topics, all of which can be customized **FOR YOU!**

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 is also a TWO-TIME best-selling author. His first book, **Solve Employee Problems Before They Start: Resolving Conflict in the Real World**, is a #1 Best Seller for Business and Conflict Resolution. 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, including Business Leadership, Educational Leadership, Minority Studies, Organizational Change, Religious Intolerance, Race Relations and Workplace Culture, to mention a few.

Scott travels the country presenting seminars on such topics as Employment Law, Conflict Resolution, Leadership and Tolerance, 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.

