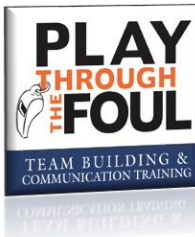




## Vera Jones

is a Motivational Speaker, Author, Communication Coach, 30-year veteran Television and Radio Broadcaster, and Syracuse University Hall-of-Fame Scholar-Athlete. She is most widely known for her veteran women's basketball analysis and reporting for various networks over the past two decades including ESPN, Fox Sports, Madison Square Garden Network, NBA-TV, and the Big Ten Network. She is also often recognized by her appearance in a Goalcast video with over 47-million views.

Vera is a **Certified Mediator and Trainer in Workplace Conflict Resolution**. She earned her master's degree from S.U.'s prestigious Newhouse School of Communications where she first developed her interest in the psychology of interpersonal communication. As President of Vera's VoiceWorks, LLC, and Founder of the **Perseverance Speaker's Academy**, she passionately pursues her purpose by inspiring and coaching others in various motivational and leadership training forums.



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Since 2008, Vera Jones of Vera's VoiceWorks, LLC has been facilitating Play Through the Foul Team Building & Communication Training to corporate, government, academic, association, community, and athletic teams. Highly interactive and fun professional development workshops are designed to empower, enlighten, and encourage effective interpersonal communication, particularly given challenging group dynamics. PTF Training are a win for any organization seeking to improve team unity and overall productivity. In 2022 Vera launched **Classes for Clashes** specifically geared towards training leaders to grow from conflict avoiders into conflict resolution champions!



## OVERVIEW:

More than 60% of workplace conflict has been reported to be a result of personality clashes. (SHRM.org) **How prepared are you to work with or manage difficult styles and personalities?** We are all one stressful disagreement or damaged relationship away from realizing the importance of constructively processing conflict. **Classes for Clashes** will offer participants the opportunity to grow their conflict management mindset and skillset by focusing on Vera's 3-C Keys:

- **Confidence via Self-Awareness**
- **Conflict Resolution Competence**
- **Communication with Empathy**

Using a dynamic assessment grounded in scientific research, this interactive training is designed to help participants learn their natural responses to conflict and how to develop more constructive ones, with a goal of becoming greater relational and relatable communicators and teammates. Professionally ideal for HR, executive, mid-management leaders, coaches, and customer service representatives; or anyone desiring to **prioritize peace!**

## KEY TAKEAWAYS:

**Upon completion of this training participants will:**

- Understand how self-awareness helps to alleviate destructive reflexes, such as avoidance and aggression.
- Understand the scientific reasons why poor conflict management affects health, confidence, communication, and productivity.
- Dare to be "the bigger person" by embracing key conciliatory strategies needed to resolve interpersonal conflict.
- Learn simple strategies to play the leadership role in self- and third-party- mediation.

