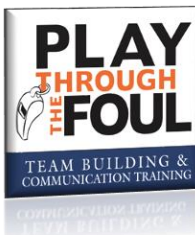




Vera Jones

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.

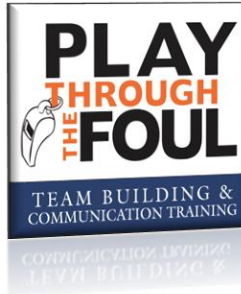


Website:

www.verasvoiceworks.com

E-mail: info@verasvoiceworks.com

Phone: 904-373-1002



Vera
JONES
Speaker · Author · Coach

THE CATCH

The Art of Constructive Conflict Conversations

OVERVIEW:

The Catch: The Art of Constructive Conflict Conversations— is an introductory training in **Conflict Resolution** offering strategies for having difficult workplace (or even personal) conversations. Conflict is inevitable. Yet we too often find ourselves so unprepared to handle it effectively. If you are a leader of any kind, trying to manage seemingly unmanageable employee adversity, this is *critical* communication training. Vera offers the relative Cliff Notes version to understanding the dynamics of conflict, and the communication pitfalls we fall into given our individual hot buttons and innate reactions to conflict situations. This session thrives on the theory and visual of what Vera calls “The Catch.” Pun intended; you don’t want to *miss* this! Your next opportunity to communicate successfully through conflict may depend on it.

NOTE: Vera Jones is licensed and certified by the Mediation Training Institute as a Conflict Dynamics Profile facilitator. An individual self-assessment is available via the Center for Conflict Dynamics as a pre-conference add on. (Inquire for fees and timing requirements for advanced orders).

KEY TAKEAWAYS:

After this training, participants should expect to:

- learn constructive and destructive responses to conflict and the hot buttons that most commonly make us all drop the ball.
- understand the difference between active and passive responses to conflict, and how to choose to react constructively.
- learn why “The Catch” is the fundamental key to empathic communication, and why there is never a win-win without it.
- be encouraged to “look into the mirror” and see if the bigger, conflict resolution-focused person is staring back.

