

Solve Employee Problems Before They Start: *Resolving Conflict in the Real World*

by

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OUTLINE

CHAPTER 1: WHY EMOTIONAL INTELLIGENCE?

THE WISDOM OF THE DALAI LAMA AND RED FORMAN

CUSTOMER SERVICE IS EMPLOYE RELATIONS ... AND VICE VERSA

GETTING TO FIRST BASE

HUMAN NEUROLOGY IS EMOTIONAL INTELLIGENCE

CHRIS LANGAN V. ROBERT OPPENHEIMER

THE “GO TO” PEOPLE

EMOTIONAL INTELLIGENCE AND PHYSICIANS

CHAPTER 2: NEUROLOGY OF EMOTIONAL INTELLIGENCE

WHAT MAKES US TICK? THE NEUROLOGY OF EMOTIONS

WHAT DOES YOUR THALAMUS DO?

WHAT DOES YOUR AMYGDALA DO?

WHAT DO YOUR FRONTAL LOBES DO?

THE SPEED OF THOUGHT

LOCATION ... LOCATION ... LOCATION ... AND SPINDLE CELLS

DECISION MAKING IS *EMOTIONAL* ... *NOT* LOGICAL

CHAPTER 3: THE GODFATHER EFFECT

EI: BALANCING OUR EGOS AND EMOTIONS

THE SEVEN PITFALLS OF LOW EMOTIONAL INTELLIGENCE

- 1. They Cannot Control Their Emotions and Ego**
- 2. They Dismiss Any Opinions That Disagree With Theirs**
- 3. They Reward Boot Lickers**
- 4. They Have Little Or No Empathy For Others**
- 5. They Are Mind Blind**
- 6. They Micromanage Others**
- 7. They Either Suppress or Escalate Conflict. They Do Not Resolve It.**

WHAT IS AN “ASSHOLE”?

IT ALL BEIGNS WITH EMOTIONAL INTELLIGENCE

“Safety Programs”

“Employee Relations Programs”

“Teambuilding Programs”

“Change Management Programs”

“Leadership”

“Production” and “Quality”

“Workplace Violence”

“Customer Service”

“Sales”

EMOTIONAL INTELLIGENCE IS NOT A “NEW” PROGRAM

QUANTIFYING EMOTIONAL INTELLIGENCE

Self-Perception Skills

Self-Expression Skills

Interpersonal Skills

Decision Making Skills

Stress Management Skills

READING AN EQ ASSESSMENT

CHAPTER 4: WHAT ARE VERBAL JEET “KILL STRIKES”?

DEFINING VERBAL JEET: “THE VERBAL WAY”

EMPATHIC LISTENING, PARROTING AND “REWARDS” (EPR)

NEVER SAY “SOFT SKILLS”

CHAPTER 5: THE THREE STYLES OF COMMUNICATION: Retreaters, Attackers & Honest Communicators

ARE YOU A GOOD PITCHER?

RETREATERS: PITCHING STYLE #1:

THE FOUR HORSEMEN OF THE APOCALYPSE:
CRITICISM, CONTEMPT, DEFENSIVENESS and STONEWALLING

ENABLING IS EVIL

PITCHING STYLE #2: ATTACK STYLE OF COMMUNICATION (“FIGHT”)

PITCHING STYLE #3: HONEST RESPECTFUL STYLE OF COMMUNICATION

HONESTY: SEEK OUT AND RESOLVE

Honesty: What Is In It For Me? Reason #1: Your Health

Honesty: What Is In It For Me? Reason #2: Impaired Judgment

Honesty: What Is In It For Me? Reason #3: The Four Horsemen Of The Apocalypse

Honesty: What Is In It For Me? Reason #4: “Blurting” And “Exploding”

CHAPTER 6: KILL STRIKE #1 = **EPR: EMPATHIC LISTENING (Listen From *The Other Person’s* Perspective)**

RESPECT: *SHUT UP AND LISTEN!*

ACTIVE LISTENING V. EMPATHIC LISTENING

ACTIVE LISTENING SKILLS

EMPATHIC LISTENING SKILLS

FOUR REASONS WHY EMPATHIC LISTENING IS A CRITICAL SKILL

Empathic Listening Burns Off Adrenaline.

Listening Is Respect.

You Might Learn Something.

Everything Is A Human Rorschach

CHAPTER 7: KILL STRIKE #2 = EPR: PARROTING

CHAPTER 8: KILL STRIKE #3 = EPR: “REWARDS”

VALUES V. STUPID: MARRYING OUR OPINIONS

“REWARDS” = VALIDATING ANOTHER PERSON’S OPINION

CHAPTER 9: THE VERBAL JEET COACHING PROCESS

GAMES ...

- 1. Deflection**
- 2. Diversion (or “Look over here”)**
- 3. Stonewalling**
- 4. Victim Mentality**

GETTING INTO YOUR BEST VERBAL JEET STANCE

VERBAL JEET COACHING PROCESS

FRANK AND RITA

THE DREADED GOSSIPERS