

FOR IMMEDIATE RELEASE

August 7, 2019
Contact: Megan Constantino
Phone: 304.222.0222
Email: megan@wejumpwithyou.com

“Solve Employee Problems Before They Start” Helps Distill Conflict Resolution To Just Three Steps

The Society for Human Resource Management (SHRM) and Prominent Employment and Labor Attorney Scott Warrick announce the release of Warrick’s new book, “Solve Employee Problems Before They Start: Resolving Conflict in the Real World.” The straightforward new read is a crucial tool for today’s overburden leader.

Columbus, Ohio, August 7, 2019 —The Society for Human Resource Management and author Scott Warrick are proud to announce the release of his inspiring and straightforward new book, [“Solve Employee Problems Before They Start: Resolving Conflict in the Real World.”](#)

Pulling from Warrick diverse experience as a human resource professional and practicing employment attorney, the book’s focus is to help solve employee problems before they happen. Unlike other human resources reads with many complicated steps, the author distills conflict resolution to just three simple moves: Empathetic Listening, Parroting, and Rewards (EPR).

The formula is simple: if you can control yourself, you can learn and master EPR skills to resolve any conflict in any situation — and build durable trust with others, in your personal life and throughout organizations along the way.

Already rising as a best-selling book, “Solve Employee Problems Before They Start” begins by addressing the importance of emotional intelligence. The author shares how a person must first be an emotionally intelligent communicator and that mental toughness is a critical component in resolving conflict. Additionally, Warrick addresses the neurology of emotional intelligence, communication styles as well as providing an easy to follow coaching process.

Advanced praise for “Solve Employee Problems Before They Start” has been abundant.

- Barbara Purdom, Vice President of Employee Experience & People Operations at GoDaddy says, “Scott takes a very different approach to emotional intelligence as the foundation to resolving conflicts before they start. He introduces truly breakthrough concepts supported with neuroscience and made practical with methodologies (such as Verbal Jeet) that are thoughtful, simple, and produce results.”
- Steve Browne, VP of Human Resources at LaRosas’s Inc. wrote, “Scott’s straightforward style transforms theories about workplace conflict into real-world practice and delivers the tools to incorporate it into all you do, regardless of your role or organizational level.”

- Matt Telfer, Human Resources Division Chief of Public Utilities Commission of Ohio said, “This wonderful book is a ‘must-read’ for anyone who works with people, in other words nearly all of us! Scott is an expert guide to help anyone effectively deal with difficult personalities and conflict.”

“Solve Employee Problems Before They Start: Resolving Conflict in the Real World,” published by Society for Human Resource Management, includes nine straightforward chapters addressing emotional intelligence and communication styles with fun titles like “The Godfather Effect” and “The Verbal Jeet Coaching Process.” The new book is now available for purchase on [Amazon.com](https://www.amazon.com).

For more information on the book as well as details on Warrick, visit www.scottwarrick.com.

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

Author Scott Warrick has been an employment and labor attorney, HR professional, and popular speaker for more than three decades. His clients range from small organizations to Fortune 500 companies to governmental institutions. He travels the country presenting seminars on such topics as Employment Law Resolving Conflict, Diversity, and General Differences. You can learn more about the book and Warrick by visiting www.scottwarrick.com.

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

By Scott Warrick

Society for Human Resource Management

June 21, 2019

Paperback, \$27.99; 226 pages

978-1-62634-175-3

978-1-58644-629-1

###