

PLAY THROUGH THE FOUL:

EFFECTIVE LEADERSHIP, CONFLICT & COMMUNICATION STRATEGIES



"EFFECTIVELY managing conflict is the biggest challenge for most teams, but very few coaches and teams adequately plan or train for conflict resolution." – Vera Jones

Vera Jones has developed this training for the



community so that participants will:

- ✚ understand the scientific reasons why poor conflict management affects health, confidence, communication, and productivity.
- ✚ gain insight into the value of building and monitoring trust to open the honest communication channels that maximize team performance.
- ✚ learn practical strategies for improving empathic communication skills and team accountability.

PLAY THROUGH THE FOUL

TEAM BUILDING & COMMUNICATION TRAINING



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.

Vera is also a **Certified Mediator and Trainer in Workplace Conflict Resolution**, and **Founder of the Perseverance Speakers Academy**. 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. A renowned professional speaker and trainer, Vera passionately pursues her purpose by inspiring and coaching others in various motivational and leadership training forums.

Visit www.verasvoiceworks.com