

Handling Verbal Confrontation

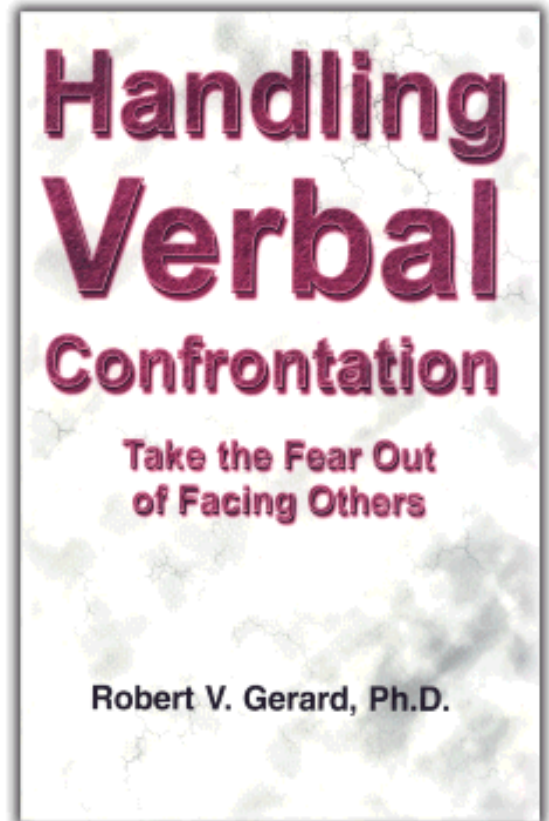
Take the Fear Out of Facing Others

by Dr. Robert V. Gerard

One of the major inadequacies of our culture is our inability to verbally confront one another. It kills interpersonal relationships. It is a time bomb within families. It causes low productivity, boredom, and apathy. It creates stress and headaches. It increases our consumption of aspirin, alcohol, and drugs. Very few even recognize it as a problem, and even fewer know what to do about it.

We were never taught how to confront properly and effectively. Can we identify an issue and face it creatively—without fear? We need to learn these skills! Our success depends on them.

Handling Verbal Confrontation guides the reader in how to clarify and verbally address issues, and face others successfully—without fear. These skills are integral tools in negotiation and conflict resolution. They belong to the inner tactical strategy—the core process, if you will—of facing yourself, facing the issue, and facing the other person. They are a key to personal empowerment.



ISBN 1-880666-05-7, \$14.95

Just Released!

"Gerard has written an accurate and helpful book about how to communicate with people. It is a must for those who want to be effective in the workplace. Read it and make the ideas work for you."

—Dr. Drea Zigarmi

Coauthor along with Ken Blanchard: *Leadership and the One Minute Manager*

"Handling Verbal Confrontation is an excellent communication resource that is practical, effective, and invaluable The book is an outstanding classic for peacemaking in the 21st Century."

—Angeles Arrien, Cultural Anthropologist
Author of *Four-Fold Way* and *Working Together*

*"Are you a gentle soul? Do you walk the other way to avoid confrontation? — or perhaps shake for days if yelled at? If so **Handling Verbal Confrontation** is for you. It presents a positive win-win-win situation for communication in difficult areas. It will inform and uplift... and in the process will give you confidence. The gentle soul remains, but with new empowering tools. It works!"*

—Lee Carroll
Author of the *Kryon Series*

To order your copy of *Handling Verbal Confrontation* please provide name, address, and phone #. Send \$14.95 plus \$4.50 for shipping and handling for first item. Add \$1.00 S&H for each additional book ordered. International shipping actual charges plus \$5.00 handling. CA residents add 7.75% sales tax.

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the ART of **HANDLING VERBAL CONFRONTATIONS**

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A Dramatic Breakthrough on how to:
Resolve Verbal Issues *Reconcile Relationships*
Eliminate Fears *Use Communications as a healing tool*

If you get verbally and emotionally stuck when interacting with others, then you will definitely benefit from this course. Whether at home, work, or in groups, the HVC course will empower you to deal with the moment - listen to what is being said, speak what's on your mind, interact with compassion, and command commitment. Most importantly, this course lifts you to a new level of confidence never felt before when interacting with others.

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- *Learn how to manifest a win-win-win outcome*
- *Put accountability back to whom it belongs*
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Dr. Robert V. Gerard

Lecturer, Author, Practitioner, & Parent

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