

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 relationships. It is a time bomb within families. It causes low productivity, boredom, and apathy. It creates stress and headaches.

Very few even recognize it as a problem, and even fewer know what to do about it.

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 proves how you can verbally address issues, and face others successfully—without fear.

These skills are integral tools in sales, 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.



ISBN 1-880666-05-7, \$16.95
Spiral Bound 120 pages

A Practical & Powerful Tool!

...As carpenters need tools for their job,
People need tools to speak and deal with issues...

“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*

“Dr. 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*

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VERBAL CONFRONTATION SKILLS TRAINING™

A 1-day Basic Skills Training Workshop

**Learn Self-Mastery Tools That Will Change Your Life Forever
For Law Enforcement Officers, Nurses, Realtors, Teachers, and Parents**

Finally, a Proven and Simple Tool to Dramatically Improve
the Way You Communicate and Verbally Confront issues.

Ask yourself:

1. Do I get verbally and emotionally stuck when interacting with others?
2. Do I need basic tools to deal in the moment: to listen to what is being said, speak what's on my mind, and not emotionally react?
3. Do I need to be more empowered at home, at work, and in groups?
4. Do I need to interact with compassion, command commitment, and get results?
5. Do I need to increase my level of confidence when interacting with others?

Benefits and Outcomes of this Workshop

- Eliminate communication fears
- Resolve verbal issues quickly
- Earn respect
- Motivate yourself to deal with issues
- Confront with confidence
- Be prepared to challenge others
- Learn to be silent, yet forceful
- Say "NO" when needed
- Manifest a win-win-win outcome
- Put accountability back to whom it belongs
- Sharpen your listening skills
- Inspire others to think for themselves
- Strengthen your intuition
- Guaranteed results!!!

facilitated by

Dr. Robert V. Gerard

International Lecturer, Author, Self-Empowerment Psychologist, & Parent

This 1-Day Intensive Workshop

Hosted by YOUR ORGANIZATION

DATE _____ TIME 9:00 AM – 6:00 PM

LOCATION _____

A Minimum of 14 students required. Preregistration appreciated.

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