



## VERA JONES

is a Motivational Speaker, Author, Coach, retired, 30-year TV & Radio broadcasting veteran, and Syracuse University Hall-of-Fame Scholar-Athlete. She is most widely known for her women's basketball analysis and reporting for various networks including ESPN, Fox Sports, Madison Square Garden Network, NBA-TV, and the Big Ten Network. She is also often recognized for her appearance in a 2017 Goalcast video with over 47-million views. Vera also enjoyed brief stints as a Paul Robeson Performing Arts actress and stand-up comedienne.

Vera is an MTI **Certified Mediator and Trainer in Workplace Conflict Resolution**. 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. As **President of Vera's VoiceWorks, LLC, Founder of the Perseverance Speaker's Academy, and University of North Florida Professor of Public Speaking**, she uses her communication gifts to inspire and develop others through various keynote and training forums. Vera is honored and humbled to have become a Hall of Fame inductee with the Boys & Girls Club of America Alumni (2023) and the National Association of Women Business Owners (NAWBO 2022).

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Since 2008, Vera Jones of Vera's VoiceWorks, LLC has been facilitating Play Through the Foul Team Building & Communication Training to corporate, government, academic, association, community, and athletic teams. Highly interactive and fun professional development workshops are designed to empower, enlighten, and encourage effective interpersonal communication, particularly given challenging group dynamics. PTF Training are a win for any organization seeking to improve team unity and overall productivity. In 2022 Vera launched **Classes for Clashes** specifically geared towards training leaders to grow from conflict avoiders into conflict resolution champions!



## OVERVIEW:

More than 60% of workplace conflict has been reported to be a result of personality clashes. (SHRM.org) **How prepared are you to work with or manage difficult styles and personalities?** We are all one stressful disagreement or damaged relationship away from realizing the importance of constructively processing conflict. **Classes for Clashes** will offer participants the opportunity to grow their conflict management mindset and skillset by focusing on Vera's 3-C Keys:

- **Confidence via Self-Awareness**
- **Conflict Resolution Competence**
- **Communication with Empathy**

Using a dynamic assessment grounded in scientific research, this interactive training is designed to help participants learn their natural responses to conflict and how to develop more constructive ones, with a goal of becoming greater relational and relatable communicators and teammates. Professionally ideal for HR, executive, mid-management leaders, coaches, and customer service representatives; or anyone desiring to **prioritize peace!**

## KEY TAKEAWAYS:

### Upon completion of this training participants will:

- Understand how self-awareness helps to alleviate destructive reflexes, such as avoidance and aggression.
- Gain insight to think strategically about conflict rather than reacting blindly to it.
- Dare to be "the bigger person" by embracing key conciliatory strategies needed to resolve interpersonal conflict.
- Learn simple solutions to play the leadership role in self- and third-party- mediation.

