

APOLOGY

A Conflict Prevention Tool?

What is an effective apology anyway?

Do I have to?

Can I be sued if I do?

Who issues an apology?

It's a slippery slope

What's the point?

But I don't have anything to apologize for!

They owe me one!

Everybody makes mistakes...

The Government doesn't apologize, does it?

Why me?

How will it make things better?

It's the company who should...

Will I lose my job?

SCHEDULE

April 02, 2009

First Session: 9:00 AM – Noon

Second Session: 1:00 PM – 4:00 PM

U.S. EPA - Region 5

77 W. Jackson Blvd.

Lake Superior Room in the Valdas V.

Adamkus Resource Center

Chicago, IL 60604

Location Contact Information:

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For Additional Information and to Register go to Trainex www.trainex.org.

A workshop and discussion for EPA attorneys, project managers (RPMs), managers, and community involvement specialists or any EPA employee who works on controversial decisions. Environmental Justice and Tribal coordinators as well as permit writers and enforcement case managers or inspectors may also find this course relevant to their jobs.

Presented by expert mediators Patrick Field **Consensus Building Institute**

Lucy Moore **Lucy Moore and Associates**

Ray Daw **NFZ Consulting**



CPRC

Conflict Prevention and Resolution Center

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