

APOLOGY

A Conflict Prevention Tool?

What is an effective apology anyway?

Do I have to?

They owe me one!

It's the company who should...

Can I be sued if I do?

Everybody makes mistakes...

Will I lose my job?

Who issues an apology?

The Government doesn't apologize, does it?

It's a slippery slope

Why me?

How will it make things better?

What's the point?

But I don't have anything to apologize for!

SCHEDULE

April 1, 2009

From: 8:30 AM – Noon

U.S. EPA – Region 7

901 North 5th Street:

Kansas City, KS 66101

Room 2240A

Location Contact Information:

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For Additional Information and to Registration 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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