

Resolve Corporate Conflict with One Conversation

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Vancouver - Now corporate managers have a revolutionary new way to transform, not just resolve, deep rooted conflict. **Corporate Circles-Transforming Conflict and Building Trusting Teams** is all they need to make effective strides in restoring workplace harmony and productivity. The book was conceived and written by prominent lawyer and renowned author, Maureen F. Fitzgerald, PhD, who bases this new model of conflict resolution on modern restorative practices. Fitzgerald's work in the field of office friction has shown that punishment has little effect in corporations, and that the healthiest and most successful route to resolving conflict is to restore relationships and build empathy. The result of this breakthrough approach is not only less conflict, but the creation of more trusting, cohesive teams and a more collaborative culture. Ms. Fitzgerald will present her book in person, Monday June 5th, at the Vancouver Public Library.

With 15 years of successful law practice behind her, Fitzgerald uncovers the mistaken beliefs that prevent corporations from effectively ending conflict and explains, in depth, why the **one-conversation solution** works so well. "I have identified the secret to creating a truly collaborative work group – building empathy and trust - and my aim is to help others do the same. This involves meaningful dialogue and really listening to what is happening in workplace", enthuses Fitzgerald. "Investigations, fact-findings and mediation do not always solve the problem – and can, in some cases, worsen the situation, so corporations need to try something different", she continues. Fitzgerald's own research shows that unresolved issues slowly erode productivity and creativity, and can cause headaches at all levels of the organization. Each year billions of dollars are spent by corporations in an attempt to resolve workplace conflict, yet many workplaces still consist of gaping chasms of mistrust, where disputes are part of the daily routine.

Corporate Circles provides a step-by-step process on how to develop and facilitate a Corporate Circle in your organization. The book explains how to prepare participants and how to effectively follow up. Readers will develop the secret recipe for building an empathetic and trusting workplace, regardless of the conflict at hand or the company's problem solving history. Unlike many conflict resolution techniques, a Corporate Circle, in just a matter of hours, can help even the most dysfunctional group share opinions and perspectives, and move past negative feelings. In the process damaged relations are healed, future conflict is prevented and cultures become more collaborative. If you want to reduce gossip, disagreements, uneasiness and disrespectful behavior in your workplace or boardroom then you need this book.

About the author

Maureen Fitzgerald, Ph.D. is a lawyer and recognized expert in conflict and collaboration. She is the author of six books including *One Circle*, *Mission Possible*, *Legal Problem Solving* and *Hiring, Managing and Keeping the Best*. She has a commerce degree, two law degrees and has taught law at two universities. As president of CenterPoint–Conflict & Collaboration Inc. she is dedicated to helping organizations and groups have authentic conversations. For more information about Maureen, or to read an excerpt from the book, please visit the website at www.centerpointinc.com.

Corporate Circles-Transforming Conflict and Building Trusting Teams will be available in all fine bookstores in June 2006, or through the website.

For interview requests or advance copies of the book, please contact Angela Clarke, Publicist, at 604.541.1132 or email avclarke@shaw.ca