



BENJAMIN PAPA
LEIGH ANN ROBERTS
5500 MARYLAND WAY, SUITE 133
BRENTWOOD, TN 37027
PHONE (615) 425-2268
FAX (615) 523-1327
WWW.PAPAROBERTS.COM



MEDIATION IN THE WORKPLACE MAKES GOOD BUSINESS SENSE

Workplace conflict is becoming increasingly costly to businesses nationwide. Some of the costs are obvious, like quality problems that arise when employees act on their anger instead of acting cooperatively. There are other costs that are hidden, such as employee sabotage and the impact of conflict on decision-making.

Fortunately, there is a solution to this widespread problem. Simple mediation and conflict resolution techniques enable employees, managers and organization leaders to resolve conflicts themselves. Local provider of mediation and conflict management training, coaching and consulting services Leigh Ann Roberts and her firm Papa & Roberts, PLLC are leading the way in Middle Tennessee for conflict resolution resources for companies and organizations. Attorney-Mediator Roberts is a certified trainer of workplace conflicts through Mediation Training International.

"There's nothing new about mediation per se," says Dr. Dan Dana, President of the Mediation Training Institute International. "What is new is that employees and managers alike can learn simple mediation techniques in a single day that effectively resolve and even prevent most workplace conflicts." Statistics show that over 85% of organization leaders experience continuous workplace conflict, yet 75% of those leaders are conflict avoidant. Conflict competent organization leaders are the leaders that are successful in creating high-functioning, efficient employees and collaborative teams. "Leaders who are willing and able to model successful conflict resolution techniques exceed in every field and are also able to reduce turn-over, increase productivity and sustain customer loyalty" says Workplace Mediator and Trainer Leigh Ann Roberts.

Costs of employee conflict are overlooked by business owners everyday. Lost productivity; missed opportunities for creative collaboration and teamwork; sick and personal leave time used by employees experiencing conflict; and costs of hiring and training a new employee, are just a few examples of consequences that have actual dollar impacts on employers.

Trainings in "Managerial Mediation" & "Self Mediation" are available, along with other offerings, for customized on-site presentation by Trainer and Civil Mediator Leigh Ann Roberts. Papa & Roberts also provides quality mediation services for conflict within your organization, mediation services for conflicts your employees experience outside the workplace as well as conflict coaching and consulting services for your managers, executives and organization leaders.

For full information regarding services and trainings near you, contact Papa & Roberts, PLLC at (615)425-2268 or via the Internet at www.PapaRoberts.com.