

**Grab** a pencil and paper because I am going to give you contact information.

At some point, some sort of **conflict will spring up** in your business. A small one, a big one; an obvious one, a buried one. Maybe there is one today. But it will happen.

**You owe it to yourself** and your organization to be aware of conflict resolution services that are available to you. Especially here in Maryland, which is one of the leading states in the conflict resolution field. You are serious business people, but few people have serious training in conflict resolution.

I belong to the **Maryland Council for Dispute Resolution** (MCDR) the umbrella organization that represents all of the types of conflict resolution experts in the state: lawyers and non lawyers, those that get paid as well as free volunteers. We are launching a project to make sure as many people as possible know about the state's conflict resolution resources in the state.

One thing we are doing is reaching out to people **whose disputes appear in the media** to make certain they are aware of available conflict resolution resources. We hope that future media publicity of the dispute will publicize conflict resolution. We are also briefing the media and various community and business organizations to let them know of our project.

If you would like to have a **conflict resolution resources briefing** for you or others

In your organization, or merely get some literature identifying information on the internet, or both, contact our outreach person following: David Zoll at

[zollmediate@yahoo.com](mailto:zollmediate@yahoo.com)