

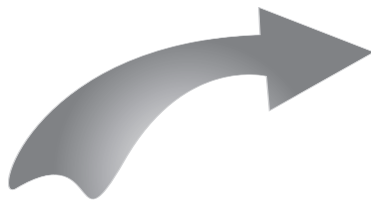
# Resolution *Works* <sup>SM</sup>

## **WHY AGREEMENT AND RESOLUTION?**

As organizations become flatter, more virtual and more innovative, people need to become self-directed while working within complex webs of collaboration towards common goals. Tools that create partnership, and quickly resolve problems in the face of conflict, are essential. We need to prevent communication problems. Instead of staying angry and stuck, we need to quickly resolve conflict and return to partnership and productivity.

**ResolutionWorks@msn.com (510) 814-1010**  
**www.ResolutionWorks.org**

**New Agreement:  
The Vision in Action**



**Resolve Conflict**

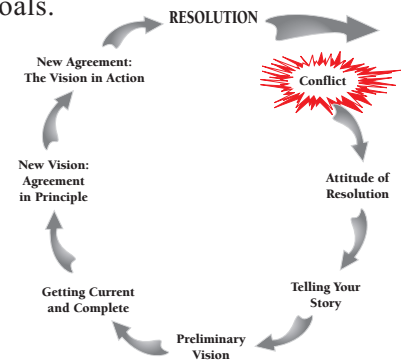
# Resolution Works<sup>SM</sup> *Forging strong partnerships with shared vision...*

**RESOLUTIONWORKS** improves your bottom line by increasing synergy in your organization. You plant the seed from which productivity blooms - the skill of quickly partnering with people and making it last. Our tools integrate two skills essential for success! You learn 1) how to build relationships and 2) how to resolve problems. **CONVERSATIONAL COMPETENCE** enables implementing and maintaining the web of agreements that are your organization.

**RESOLUTIONWORKS** inspires a shift in the attitudes, assumptions, and approaches you use when facing problems, conflict, and the challenge of working together toward common goals.

The tools we provide are a key ingredient in successfully implementing organizational and personal learning programs like communication, collaboration, team building, and innovation.

**RESOLUTIONWORKSONLINE** deepens, reinforces and implements real change, giving you a solid return on your investment.



The cost of conflict in time, money, resources, lost opportunity, and emotion is staggering. Levine gives readers an exciting new set of tools for resolving personal and business conflicts. *Executive Book of the Month Club Selection*

Getting to Resolution has a set of tools for solving the challenges all managers face: personality conflicts, creating shared vision, resource allocation, building teams, and reaching consensus. *Steven J. Noble, Ph.D., Formerly Exec. Dir. Human Resource Planning Society*

The central theme that emerges from Levine's work is that conflicts can be successfully resolved while at the same time preserving the relationship of the conflicting parties. *Lawrence R. Richard, J.D., Ph.D., Principle, Altman Weil Pensa*

The wisdom in your book far exceeds resolving conflict. It is a wonderful blueprint for excellent communication and life skills. *Joan Hartley, CMA & Associates*

Among the Best of the Year - *Executive Book Summaries*

A Marvelous Book

*Dr. Stephen Covey*

**ResolutionWorks@msn.com (510) 814-1010**  
**www.ResolutionWorks.org**

# Getting to Resolution

TURNING CONFLICT INTO COLLABORATION

## Stewart Levine

“Effective & satisfying partnerships depend on **agreements** fostering results everyone wants.”

## Satisfied Organizations . . .

## Clients say . . .

American Express	Oakland Unified School District
American Bar Association	Oracle
Arizona State Bar Association	Safeco Life Insurance
Association of Quality Participation	San Francisco Bar Association
Bureau of Indian Affairs	Simon Fraser U, Center for Management Innovation
Caterpillar	Society for Professionals In Dispute Resoulution
Chevron	Society of Human Resource Management
Con Agra	Texas Mercantile Bank
Defense Research Institute	University of San Francisco
Deloitte & Touche	US Center for Disease Control
Department of Health, Great Britan	US Department of Agriculture
EDS	US Department of the Army
General Motors	US EPA
Herman Miller	US Forest Service
Kaiser Hospital	US Treasury Department, Federal Consulting Group
Honda	Visa
HR.com	Washington, DC
IBI Global, Inc. Instructor	World Bank
NASA	
Nestle Beverage	

You were able to lead a roomful of legal know-it-alls to a foolproof technique for avoiding the unnecessary communication problems that get in the way of achieving mutually satisfying resolutions of conflict. In just a few hours, you showed us how to reacquire the lost art of LISTENING. I am getting along better at the office, at home, and at the courthouse.

*F. Ford Loker, Esq., Maryland State DRI Representative*

You resolve issues that stifle productivity and create partnership where everyone thought it was impossible.

*Gail Johnson, Sierra Adoption Services*

I am using your model in many business situations for teaming, managing client relationships and negotiating large sales and contracts.

*TG Struttman, Caterpillar Inc, OC*

Stewart Levine has developed a model for conflict resolution that could revolutionize the manner in which we speak, communicate, and settle our disagreements. Mr. Levine is an attorney who has witnessed first hand the litigious system. He is suggesting that for the majority of issues that confront us in our daily lives there is an alternative, a less costly, and a more efficient methodology in which to achieve our goals. As someone who has spent the better part of the past twenty years attempting to assist people in settling conflicts, I can attest to the value of Mr. Levine's methodology.

*Dan Corsello, Dir., Napa County Health & Human Services*

It's always a treat to watch, listen, and learn from a master. . . . There's a definite buzz for More! from our participants.

*Univ. of San Francisco, Office of Personnel Services*

In the workforce I found that the agreement model transcends all lines of management and can be incorporated in relationships with direct reports, colleagues, and senior management. I have seen my direct reports become empowered as they are enabled to have individual input and share in the credit of the results; my management benefits because the entire team is in agreement and harmony as to how to achieve the end results. Now, when original agreements are broken or simply cannot be met, we have learned to use this tool to implement new or revised agreements. This has allowed what could have been negative situations to become positive and productive experiences.

*Jan Gould, Dir., Membership, VISA*

Getting to Resolution is an important book for the hectic time we live in. It is a reminder that civilization rests on our ability to communicate with each other, and resolve differences in a peaceful way. This is true for individuals, organizations, and nations. We cannot afford to file lawsuits or start wars when good communication will get us to the other side of our differences.

*Lord Graham of Edmonton,*

*Opposition Chief Whip, House of Lords, London*

## Resolution Works<sup>SM</sup>

Best of 2003, - *CEO Refresher*

More pragmatic than the classic  
Getting to Yes. - *Perdido:  
Leadership With a Conscience*

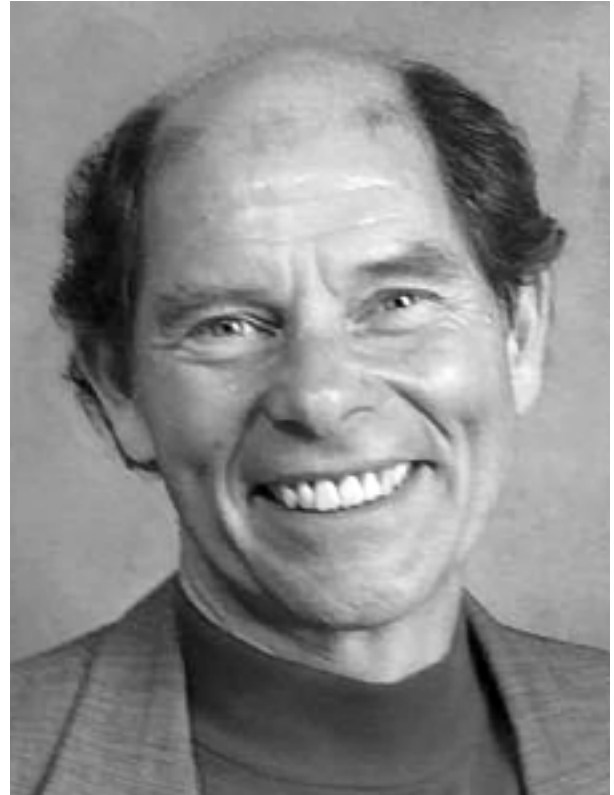
Contains all of the models you'll  
ever need to protect questionable  
relationships and nurture strong  
ones. It puts some iron in the  
handshake.

- *Alan Weiss, PhD., author,  
The Ultimate Consultant*



*Stewart Levine is a creative problem solver. He is widely recognized for*

creating agreement and empowerment in the most challenging circumstances. He improves productivity while saving the enormous cost of conflict. His innovative work with “Agreements for Results” and his “Resolutionary” conversational models are unique. As a practicing lawyer he realized that fighting was a very ineffective way of resolving problems. As a marketing executive for AT&T he saw that the reason collaborations fall apart is that people do not spend the time at the beginning of new working relationships to create clarity about what they want to accomplish together, and how they will get there. This is true for employment relationships, teams, joint ventures and all members of any virtual team. As a result of his observations he designed conversational models that create “Agreements for Results,” and a quick return to productivity when those working relationships break down. He uses his approach to form teams and joint ventures in a variety of situations. He works with individuals, couples, partners, small and large organizations of all kinds. His models for problem solving, collaboration and conflict resolution were endorsed by the house judiciary committee. He has worked for American Express; Chevron; ConAgra; EDS; General Motors; Oracle; Safeco; University of San Francisco; U.S.Depts. of Agriculture and the Navy. His book “Getting to Resolution: Turning Conflict into Collaboration” (Berrett-Koehler 1998) was an Executive Book Club Selection; Featured by Executive Book Summaries; named one of the 30 Best Business Books of 1998; and called “a marvelous book” by Dr. Stephen Covey. It has been translated into Russian, Hebrew and Portuguese. “The Book of Agreement” (Berrett-Koehler 2003) has been endorsed by many thought leaders. It has been hailed as “more practical” than the classic “Getting to Yes” and named one of the best books of 2003 by CEO Refresher.



## *Tools That . . .*

- ❖ Resolve problems
- ❖ Prevent workplace conflict
- ❖ Forge consensus quickly, easily
- ❖ Create effective, satisfying partnerships
- ❖ Foster an environment of learning and growth
- ❖ Build high-performance, self-managing teams
- ❖ Capitalize on the advantages of virtual organizations
- ❖ Promote continuous quality & productivity improvements

**Resolution Works**<sup>SM</sup>

ResolutionWorks@msn.com (510) 814-1010  
www.ResolutionWorks.org