

Kathryn Schear

Kathryn Schear, owner and principal of Work It Out Dispute Resolution Services, has an M.A. in Conflict Resolution and is a former EEOC mediator who mediated over 500 EEOC cases of alleged discrimination. She has worked with Fortune 500 companies, large nationally recognized universities, non-profits, and city and state government entities.

Work It Out Dispute Resolution Services offers a pragmatic results-oriented approach to resolving internal employee conflicts, training in conflict resolution, and team building for employees and managers with destructive interpersonal conflicts. Kathryn's approach to resolving "simmering pot" situations before they significantly impact employee morale can save your organization both time and legal fees.

Many people have difficulties resolving workplace conflict. These unresolved conflicts are very costly for organizations because of wasted management time, turnover, absenteeism, grievances, EEOC charges, and lawsuits.

With Kathryn's help your organization can transform employee interactions into creative and constructive engagements, replacing the costly and destructive battles that can sabotage workplace effectiveness. Organizations can then use conflict to their advantage to boost creativity and enhance decision making.

Many employees perceive Human Resources and EEO Managers as employer representatives. Rather than seek their advice, employees will often leave prematurely, turn off, go out on extended leave or sabotage the workplace.

A contracted dispute resolution option with a professional mediator provides an additional alternative to the Human Resources, EEO, and Union grievance processes. Team building with a focus on conflict management can be a very effective way for employers to develop organizational conflict competence.

How much time are managers spending resolving their employees' conflicts? Some statistics have shown it can be as high as 80%. Can an organization "afford" to say that they don't have the money to address their employees' conflicts? Not really.

Kathryn's extensive training and experience in Conflict Resolution makes her well suited for assisting employers with their organizational needs including:

- Providing coaching and team building for employees and managers with destructive interpersonal conflicts
- Mediating workplace disputes
- Designing internal dispute resolution programs
- Conducting skill-based Conflict Resolution training
- Conducting sensitive exit interviews
- Facilitating group meetings and brainstorming sessions
- Working with individuals and employers when medical accommodations have been requested
- Providing consultation to employers and attorneys either scheduled for an EEOC mediation, or considering participation in that process