Fisher Law Practice, P.C.

We Help Businesses Create Healthier Workplaces by Addressing Office Tension

Program Guide



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TABLE OF CONTENTS

INTRODUCTION 3
COVID WORKPLACE DIALOGUE SERIES 4
LEADERSHIP DIALOGUE SERIES 5
IDENTITY AND INCLUSION 6
OUR MOST POPULAR PROGRAMS 7
INVEST IN PEOPLE, BECOME A PARTNER 8
HOW CAN WE HELP YOUR STAFF RIGHT NOW? 9
WHAT PEOPLE ARE SAYING 10

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INTRODUCTION

We spend more time at work than we do at home with our families. So when there's tension in the office, the impact can be deep. Perceived disrespect and demeaning treatment can start a path leading to broken teams, formal complaints, and bad press.

Fisher Law Practice helps businesses create healthier workplaces by addressing and preventing workplace tension. We provide coaching, mediation and workshops to help people voice their concerns, learn from one another, and repair trust.

Coaching is a confidential process to help someone better understand a troubling issue, analyze the situation from multiple perspectives, and understand why this problem has such a deep, personal impact. The goal is to identify the best way to move forward, and develop specific skills to get there.

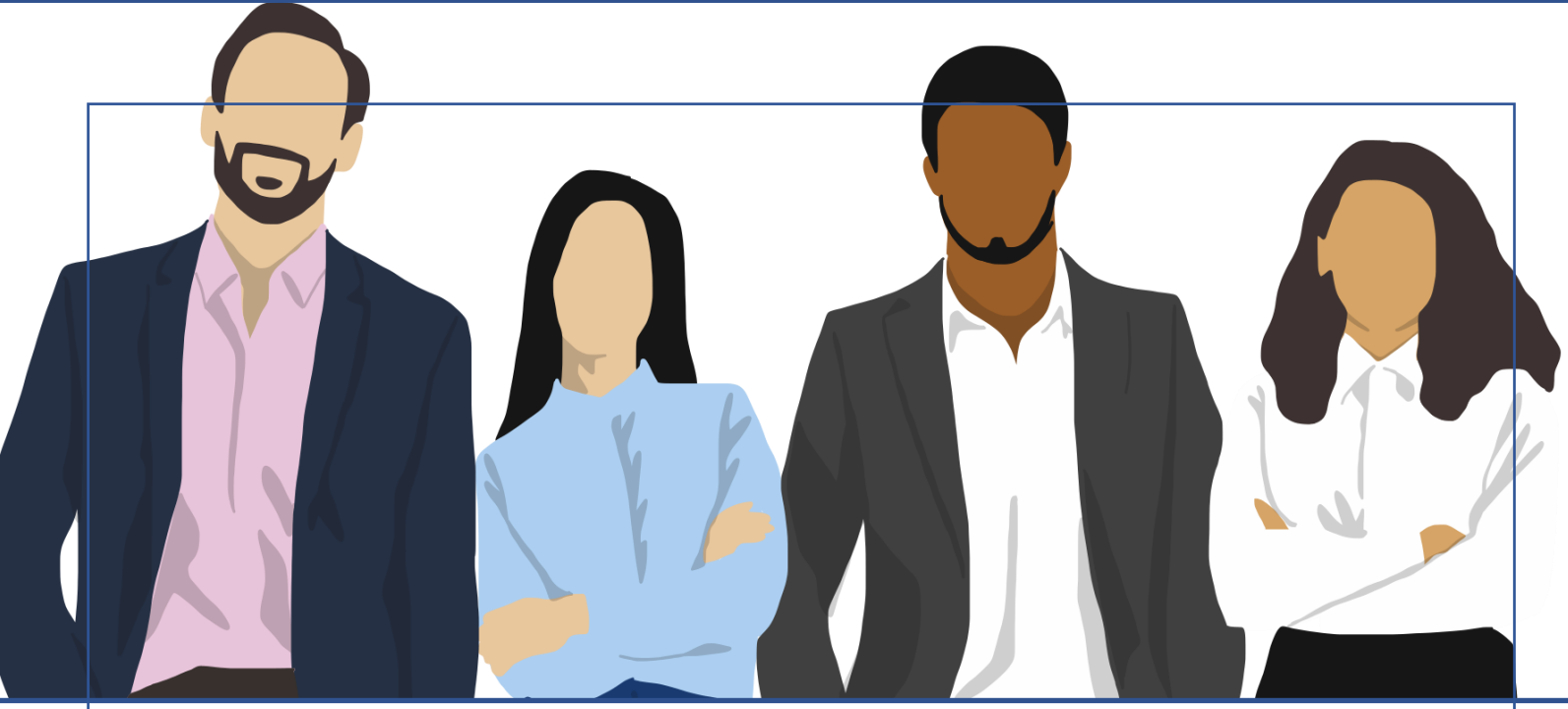
Mediation is a confidential process where people come together with a facilitator to discuss their differences. The result could be an agreement (written or oral), an apology or just a deeper understanding about what happened.

We created this guide[1] to help business leaders, directors, C-Suite, managers, HR professionals and entrepreneurs learn about our programs and create educational plans for their workforce.

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[1] *This programmatic overview does not constitute legal advice from Fisher Law Practice, P.C. and does not create any attorney-client relationship or expectations of a legal representation. Similarly, this overview does not constitute a commitment by the firm to provide conflict resolution services or training for your company or organization. Consultations are a pre-requisite for all services provided by Fisher Law Practice, P.C.*

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COVID WORKPLACE DIALOGUE SERIES

Overview:

Social distancing has been important to mitigate the spread of Covid-19. Even so, we can acknowledge that it poses challenges to the way we work, interact and socialize. For some, this has been frustrating. For others, traumatizing. We can all agree this has been hard. **Your staff is thinking about:**

With inconsistent access to schools, how do I keep up with childcare?
Frustration about the inability to do activities they love, the things they need to refresh.
Being isolated and alone or mourning the loss of someone close to them.
The inequalities the pandemic has brought to the surface.
Economic uncertainty and the increased pressure to provide for their families.

Approach:

One hour a week, for five weeks, we will facilitate t discussions that address the questions and anxieties in the back of your staff's minds. Providing a dedicated space to share helps employees stay focused. And in a time when we are so dispersed, it helps them reconnect.

- **Week 1:** The pressures of home life and family.
- **Week 2:** Anxiety, illness and loss.
- **Week 3:** Uncertainty and vulnerability in the economy.
- **Week 4:** The pandemic and inequality.
- **Week 5:** Identifying needs and how to create a supportive environment.

The Details: (Virtual until October, 2021)

Total course time required: 5 hours
# of sessions: 5
Length of each session: 1 hours
# of participants: ideally 10-20.

"This is exactly what we needed. I knew people were struggling but putting on a brave face. My staff is still thanking me."
~Executive Director of KY Non-profit

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LEADERSHIP DIALOGUE SERIES

Overview: What is the Series? How does it help my employees?

Social distancing poses challenges to the way we work, interact and socialize. Your entire team needs support. At the same time, it is a prime opportunity to expand skills and re-define connections. To fill these needs, **we created a Leadership Dialogue Series.**

One hour a week, for 13 weeks, your staff will engage in facilitated discussions that explore soft skills, conflict resolution, leadership styles, communication, and self-care. Providing a dedicated space to explore helps employees stay focused. And in a time when we are so dispersed, it helps them reconnect. After 13 weeks, **every employee will have experience as a facilitator and improved leadership skills.** When your staff reintegrates at the end of this year, it is vital that everyone has strong communication skills and a sense of camaraderie.

Approach:

First, we teach your employees how to be facilitators. Then, we provide the curriculum and wrap-around support so that everyone, from managers to the mailroom, can step into their role as facilitator and confidently lead. Each week, small groups have lively, meaningful, and educational discussions. Exercises and role plays get them thinking more expansively about how to apply these skills in the workplace and in their daily lives. Periodic all-staff meetings ensure we stay on track.

The Details: (Virtual until October 2021)

Total course time per module: 12 hours, 7 weeks.
# of sessions: 17 (5 optional)
Length of each session: .5-1 hour
# of participants: ideally 10-20.

"This is holding my staff together right now. They love it; They're asking if we can keep it going even after the pandemic."
A.S. Exec. Director of NYC Non-profit

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IDENTITY AND INCLUSION

Overview:

Each of us comes to the workplace with a unique identity, life experience, awareness, and communication style. When we recognize, respect and value our differences, people feel safe and our workplaces become stronger.

Approach:

The first day, we learn about ourselves. Together, we will explore core concepts like unconscious bias, micro- aggressions and covering. We will address how the context of a conflict impacts our personal understanding and options. The workshop will also delve into the language we use and how each of us can be more inclusive with our communication and behaviors. We discuss and define our own individual identities and talk about how they impact our views and enable us to connect.
On the second day, we explore how our identities show up in workspaces, understand the experience of someone who may feel marginalized, and think through what each of us can do to create a more supportive environment.

Don't think you'll just be sitting and staring at a PowerPoint: this lively and interactive workshop keeps participants engaged with discussions, group work, and activities.

Key Takeaways:

We are not preachy. This is not a workshop that goes deep into history or generates a list of "what not to do." The objective is to learn more about each other and how you can work together to create an environment in which you, your colleagues and clients feel safe and supported. Participants usually leave energized, talking about how they will continue these dialogues in the future.

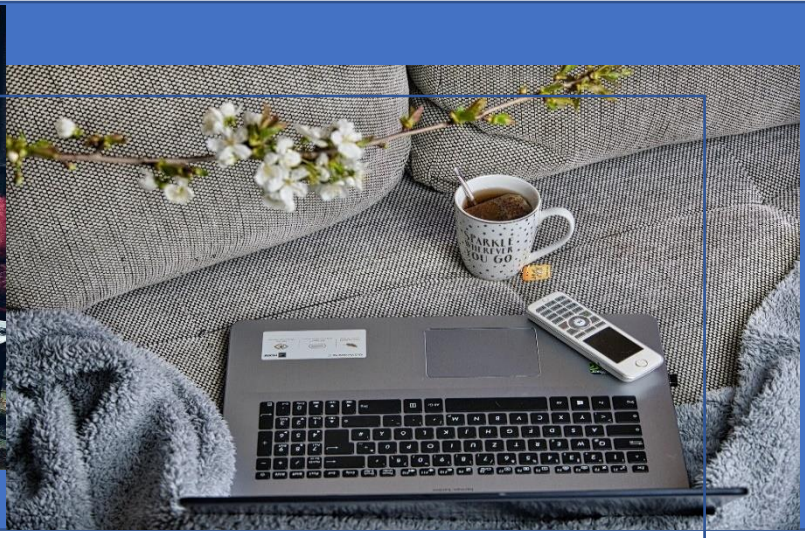
The Details: (Virtual until October 2021)

Total course time required: 5 hours
# of sessions: 2
Length of each session: 2.5 hours
# of participants: ideally 10-20.

The impact on participants thoughtfulness about diversity, as evidence from feedback on the homework, was profound."
~C-suite participant, global finance services

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OUR MOST POPULAR PROGRAMS

Program	Course time and Sessions	Participants and Staffing	Additional Requirements?	Base fee per unit
Basic: Mediation Training for HR and Leadership	**Total course time required:** 15 hours (*distilled from a traditional 40 hr process*) **# of sessions**: 5 **Length of each session:** 3 hours **Best practice for scheduling:** consecutive days	**# of participants:** 8-16 **FLP staffing:** 2-4	Prerequisite Participants must read Non-Violent Communication	**$22,000**
Advanced: Conflict Coaching Training for HR and Leadership	**Total course time required:** 6 hours (*distilled from a traditional 40 hr process*) **# of sessions**: 3 **Length of each session: 3** hours **Best practice for scheduling:** consecutive days	**# of participants:** 8-16 **FLP staffing:** 2-4	Prerequisite to attend the Basic Mediation Program	**$10,000**
Identity and Inclusion Workshop (I+I)	**Total course time required:** 5 hours **# of sessions:** 2 **Length of each session:** 2.5 hours **Best practice for scheduling:** Afternoons, 2-3 weeks apart	**# of participants:** ideally 10-20. **FLP staffing:** 2-3	Participants complete an exercise between sessions	**$8,500**
Facilitated Dialogues (Book clubs, movie nights, and trivia events)	**# of sessions: TBD** **Length of each session:** 1-1.5 hours **Best practice for scheduling:**Evenings	**# of participants:** 5-16. **FLP staffing: 1-2**	Prerequisite: FLP Identity and Inclusion workshop	**$4000**
Understanding and Managing Conflict	**# of sessions: 1** **Length of each session:** 3.5 hours **Best practice for scheduling:** conferences, afternoons, weekends	**# of participants:** 10-20. **FLP staffing: 1-2**	None	**$6000**
COVID Workplace Dialogue Series	**Total course time required:** 5 hours **# of sessions:** 5 **Length of each session:** 1 hours **Best practice for scheduling:** weekly sessions in beginning, middle or end of the day	**# of participants:** ideally 10-20. **FLP staffing:** 1	None	**3500**
Leadership Dialogue Series **Info is per module** **Four Modules Available.**	**Total course time per module:** 12 hours over 7 weeks. **# of sessions: 17 (5 optional)** **Length of each session: .5-**1 hour **Best practice for scheduling:** Weekly Mon/Wed	**# of participants:** ideally 10-20. **FLP staffing:** 2	None	**15,000**

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INVEST IN PEOPLE, BECOME A PARTNER

Partner with us to provide regular, confidential, and reliable support for your staff. Our experienced conflict resolvers offer virtual dispute resolution services like coaching, mediation, and team facilitated dialogues. We help your employees to clear the air, listen to one another, and develop satisfying solutions. **More support helps identify and address problems early so that you can avoid costly and embarrassing lawsuits.**

BASIC:
Monthly Services: One office hours session (2hrs)* + one hour of phone coaching
Services offered at one business location each month

SUPPORT:
Monthly Services: Two office hours sessions (4hrs)* + two hours of phone coaching
Services offered at one business location each month

LEADER:
Monthly Services: Four office hours sessions (8hrs)* + four hours of phone coaching
Services may be offered at two business locations each month
Quarterly Services: Conflict Resolution Workshop (4hr) or Diversity/Inclusion Trivia

VISIONARY:
Monthly Services: Eight office hours sessions (16hrs)* + six hours of phone coaching
Services may be offered at three business locations each month
Quarterly Services: Conflict Resolution Workshop (4hr) or Diversity/Inclusion Trivia
Annual Services: 2 passes for annual 2-day FLP Management Training Workshop

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HOW CAN WE HELP YOUR STAFF RIGHT NOW?

The foundation of our success is our ability to provide something HR departments can't offer: **CONFIDENTIALITY**. In a time of unprecedented social media scrutiny, we offer an opportunity to work through issues without jeopardizing reputations. In four years, our team of conflict resolvers **helped 1500 employees** better understand one another.

1. We work with Businesses and Organizations to create DETAILED CUSTOMIZED PLANS to set clear standards for:

- how the staff works together;
- how to maintain good relationships with clients;
- how to maintain virtual office camaraderie during this crisis; and
- developing a plan to set expectations for the transition back to the office.

2. We offer confidential coaching and mediation for your staff. With our partnership program, a member of our team is available for **weekly or monthly office hours.** Employees have access to a trained mediator to help them strategize how to communicate effectively around a specific work-related issue. Our mediators also help colleagues and teams work through impasses so they can get back to work…and finish that project on time! Lighten HR's load by giving employees to tools to develop creative solutions for their problems.

3. We create customized and engaging and memorable workshops based on your needs and audience.
Our team can handle multiple, simultaneous programs for your staff. Need to train 20? Done! There was "an incident" and now you need to train 200? We have your back.

Want to be a rock star in your office? Bring in a confidential dispute support system.
Email or call for a consultation: info@fisherlawpractice.nyc | 917-819-5656.

About Founder Genesis Fisher, Esq.:
Genesis Fisher is the founder of Fisher Law Practice, P.C. Ms. Fisher is a Certified Mediator, FINRA Arbitrator, and experienced trial attorney. She is President of the Association for Conflict Resolution, Greater New York and an Adjunct Professor at New York Law School and Rutgers Law School. Prior to starting her firm, Ms. Fisher spent a decade fighting for the rights of indigent clients as a public defender and working on national civil rights issues at the Southern Poverty Law Center. Ms. Fisher is a graduate of Smith College and New York University School of Law.



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WHAT PEOPLE ARE SAYING

"Genesis Fisher is immensely skilled at working through difficult topics with thoughtfulness and thoroughness. Our organization has worked with Genesis on a range of conflicts, all of which have been resolved with satisfied parties. Genesis is extremely adept at turning seemingly intractable situations into areas of healing and growth. Our organization is stronger thanks to Genesis since her work has allowed us all to focus on achieving our mission together."
~ E.C. President of a National Non-Profit

"That was informative and so much fun!"
~ Training participant, Citileaf.

"I learned a lot about myself. It's going to help me at work and at home!"
~ Training participant, Smith College Women of Color Conference.

"I enjoyed being able to apply what we learned to real world examples (via role-playing) and learning to read others [conflict resolution styles]. Makes you take time to re-evaluate your perception. Excellent workshop!!"
~Training participant, Americorps National Leadership Conference

"I attended a SOGIE (Sexual Orientation, and Gender Identity and Expression) training in April 2018, where Genesis Fisher was a primary presenter/facilitator. She took what can be a cognitively uncomfortable and emotionally fraught topic and made it accessible and relatable. She exhibited kindness and endless patience dealing with a diverse (and in some cases reluctant) group of participants. I have attended other similar trainings, where Genesis was not a presenter, and found the tenor of those trainings to be awkward and sterile. Genesis humanizes the topic and leaves room for respectful discussion from all points of view."
~D.J.C. Senior Attorney at Legal Services Organization

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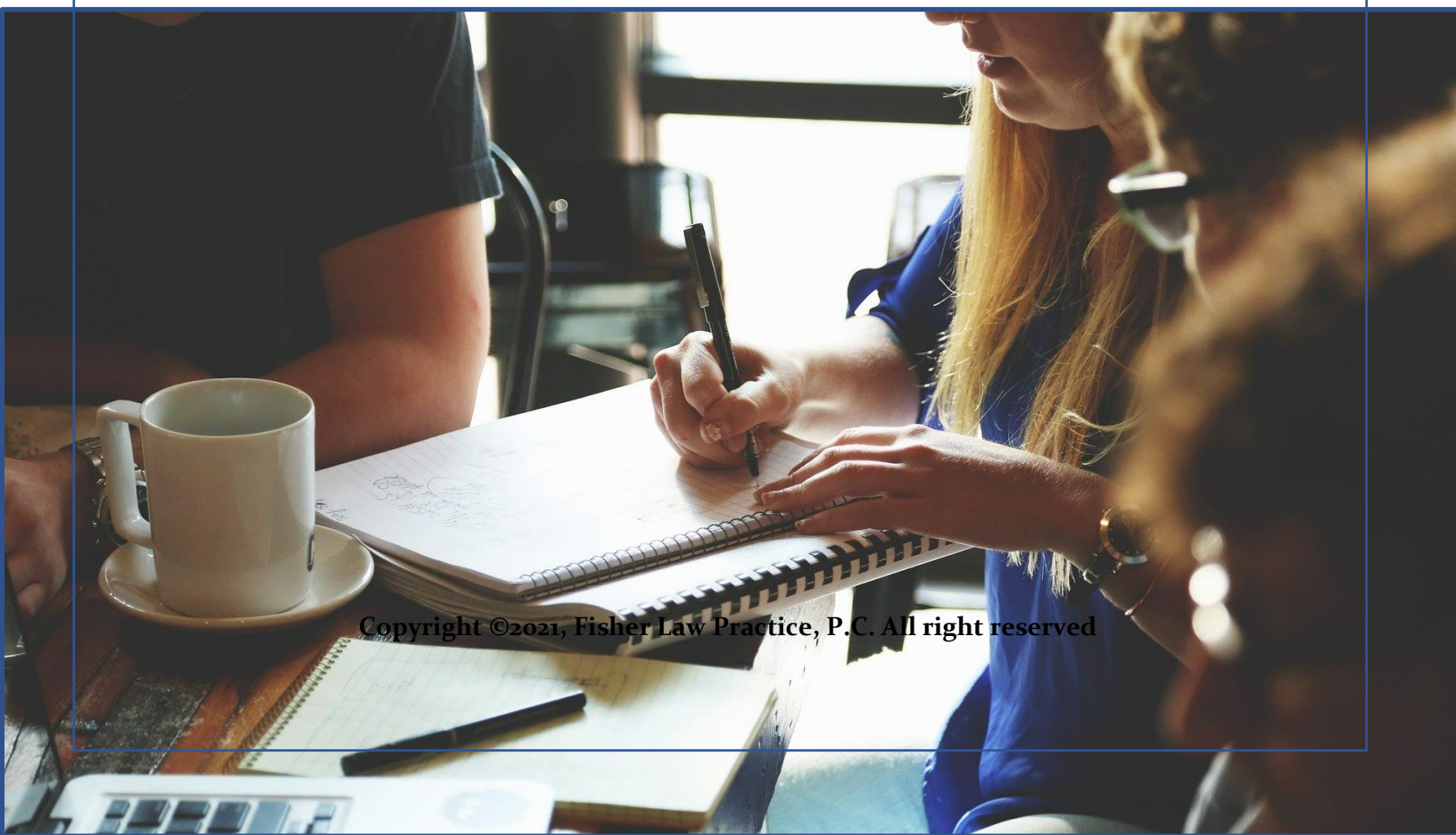
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