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## The Business Edge Archives Available

August 20th 2014: **When More Than Sorry Matters**

We are living in a time of extraordinary acts of public contrition: think Paula Deen or Lance Armstrong. Yet, most of the time these public expressions of sorrow are without moral content and are, instead, what some pundits call non-apology apologies. In this program we will contrast non-apology apologies with authentic apologies. We will examine apologies in business and litigation contexts, and look at places where authentic apologies ameliorate litigation, as they have been proven to do in medical malpractice settings. We will see how the moral integrity of apology can be subverted, especia

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## Featured Guest



### Lee Taft, J.D.

Lee Taft, J.D., M.Div., of Taft Solutions, is a pioneer in the movement to transform cultural and legal responses to conflict. His scholarship focuses on the interrelationship between accountability and healing in mediation and litigation contexts.

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