

ZyQuest News

FOR IMMEDIATE RELEASE

May 15, 2003

Contact: Stephanie Forbes at stephanie.forbes@zyquest.com

Joe Rosenfield Completes Mediation Training

De Pere, WI – Joe Rosenfield, Executive Vice President of ZyQuest, Inc., has successfully completed 40 hours of mediation training through the Winnebago Conflict Resolution Center, Inc. Currently, Rosenfield is completing the hands-on phase of his training, working with experienced mediators in actual mediations.

The purpose of mediation, according to the Conflict Resolution Center, is to provide the public with an alternative to the legal system for resolving disputes. The goal of mediators, who provide their services on a volunteer basis, is to reach solutions that are not only satisfactory to both parties in a dispute, but also prevent conflict recurrences.

Rosenfield commented that the key to mediation is finding out the disputants' real interests, which aren't always obvious in their stated positions. Often, the disputants aren't even aware of what the other party wants or needs.

Rosenfield also commented that mediation typically works better than court actions because the parties write the conditions of the settlements themselves. And, of course, mediation saves court time and costs.

Once Rosenfield has completed the internship phase of his training, he will be certified to conduct mediations on his own.

Rosenfield commented that his volunteer work as a mediator fits well with his role at ZyQuest, where he sees himself as a facilitator for both ZyQuest clients and consultants.

ZyQuest, Inc., is a full-service information technology consulting company offering a broad range of IT services, including staff augmentation, project management and outsourcing, Internet solutions, technical education and SAP services. While ZyQuest has focused on serving clients in the Green Bay-Fox Valley area during its twelve years in operation, ZyQuest also provides IT services to customers both nationally and globally.

###