
On Public Apology: CBI's Patrick Field Quoted in New York Times

New York Times writer Paul Vitello consulted and quoted CBI Managing Director Patrick Field when writing [The Art of Public Apology](#), published on February 19, 2010. Vitello examines several of the notable public apologies by prominent figures during the last few years and looks into what makes some apologies succeed and others fall flat.

What makes a good public apology? CBI has been answering this question via [customized training](#) for organizations and individuals. For more information, [contact Patrick Field](#). You can also consult [CBI's publications on this topic](#).

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