

TROUBLE AND STRIFE



A half day workshop for managers and business owners who would like to know more about resolving conflict, complaints and difficult issues with employees.

Date: Friday 23 September 2011

Time: 9.30am – 12.30pm

Venue: Skerritt House,
23 Coleridge Street,
Hove, BN3 5AB.

Price: £95.00 plus VAT

Booking: For a booking form email
catherine@360-hr.co.uk

Programme Outline:

- ✘ **Introduction to Workplace Conflict**
From regular moaning to heated resignations
- ✘ **Tackling Complaints**
How to regain control and resolve conflict head on
- ✘ **Reaching a Resolution**
Informal and formal approaches
- ✘ **Steps to Follow**
A practical step-by-step guide
- ✘ **Breakdown in Working Relationships**
Resolving a complete breakdown
- ✘ **Agreeing to Disagree**
Negotiating severance terms
Compromise agreements and mutual consent
ACAS pre-claim service

Places are strictly limited to ensure there is sufficient time to provide assistance in individual cases, as required, so please book promptly if you would like a place on this course.

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