

Resolving Conflict

When is it?

- Wednesday 25 November
- 12:30pm - 4:00pm (Lunch from 12:30—1:30pm)
- 134 Edmund Street, Birmingham, B3 2ES
- £125 plus VAT

A wise investment

- At some point, every organisation will face the challenge of conflict in the workplace. The successful ones address it pro-actively and effectively. The unsuccessful ones don't – and as a consequence they continue to be plagued by inappropriate behaviour, poor staff morale and all the attendant time, cost and wasted resource.
- The benefits of investing wisely in conflict resolution are self evident – a better motivated workforce, enhanced performance and a stronger organisational culture. This half-day course (part of our ongoing, 'Sustainable Growth' Programme for HR Directors and Managers) will provide you with tools to help you deliver effective conflict resolution within your organisation.

The programme

- **Alex Smith** (founder of the Living Eulogy consultancy) will lead a workshop entitled, '*What seems personal is often not*'. Avoiding the difficult discussion won't resolve the problem - conversely, a hasty and ill thought-out approach may just make it even worse. Alex's workshop will help you develop practical strategies that are appropriate to your organisation.
- We'll then review a case study that sheds light on some complex legal issues involving conduct and capability issues, cross-grievances and related sickness absence.
- Finally, **Andrew Lancaster** (a Dispute Resolution Partner at Anthony Collins Solicitors) will explore the principles of workplace mediation and how these can be applied to good effect on a day to day basis.

Feedback from earlier sessions

'Very thought provoking and invigorating'

'This has given me ideas to improve my personal effectiveness'

"You will meet interesting people with a variety of experience and will learn something!"

If you would like to book a place on this seminar, please register via our website <http://www.anthonycollins.com/news-and-events/events.aspx> or by email to simon.ramshaw@anthonycollins.com

Please note that the above programme is subject to alteration

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