



Conflict Resolution – an essential update for managers

For a limited period, Summerhouses: people & development are offering a free 1 hour update for managers on important changes in legislation that come into force in April 2009.

This session will provide managers with an understanding of how to address conflict early to avoid escalation and the different methods of conflict resolution that can be used.

The course provides an understanding of

- ✓ The important conflict resolution changes in employment law that come into force in April 2009.
- ✓ An understanding of how to deal with conflict informally and at an early stage.
- ✓ What mediation is [and isn't!]
- ✓ How and when to use mediation/ conciliation or arbitration
- ✓ How to develop a conflict resolution policy for your organisation.

Why is this important at this time?

- ✓ Legal changes mean that organisations are expected to have tried mediation and other conflict resolution methods before going to litigation/ tribunal.
- ✓ An additional 25% of costs may be awarded at a tribunal if they do not.
- ✓ Early resolution has considerable benefit in avoiding the cost; time and lost productivity of continuing conflict.
- ✓ Early resolution allows recovery of working relationships, this is far less likely after litigation.



You can expect a lively and engaging session that will raise essential awareness and give people a chance to ask questions and talk about their experience. We can fit this session around a coffee break or build it into an existing meeting for you.

This session gives no obligation to use our mediation service – we would just like you to bear us in mind in future.

Please call us on 0161 748 8845 or e mail postmaster@summer-houses.eu to arrange your free session