

## Navigate the snakes and ladders of conflict resolution.



An interactive one hour session exploring the various options available to manage workplace conflict.

When it becomes clear that there is some ongoing disharmony amongst colleagues at work, there are a variety of ways of responding to this. This interactive session looks at the pros and cons of each and considers which may help to positively manage the situation and which may escalate the situation; how to climb up the ladders and how to avoid the snakes that may be hiding in the long grass!

This workshop is led by Alison Love and Dionne Dury, Directors of Resolution at Work. Both have extensive backgrounds in workplace disputes including HR, employment law and both are accredited and practising mediators. The workshop is appropriate for HR professionals and Managers.