



Conflict Costs

How to manage workplace disputes through mediation











A powerful one day workshop that will equip your team with the skills and understanding they need to deal with conflict quickly and effectively before it starts to cost your business

The facts:

- ✗ The average cost of preparing for an Employment Tribunal is > £20,000
- ✗ The average cost per grievance is > £9,000
- ✗ The number of workplace grievances increased by approximately **29%**  **2009**
- ✗ The main reason for the increase was the breakdown in relationships between managers and workers
- ✗ 30% staff turnover rates are anticipated as the economy recovers 

What's included in the workshop:

-  Identifying what is really happening in a conflict
-  Recognize your personal responses to conflict
-  Understanding the impact of these responses on others
-  Understand how and why mediation works 
-  An opportunity to try mediation in conflict situations tailor made to your organisation 
-  Fun!

