

## Who will benefit

- Newly appointed managers with little or no experience of managing performance and/or conflict issues
- Experienced managers and team leaders who lack confidence in managing performance and/or conflict issues
- Anyone who is about to be appointed into a management position who will be expected to manage performance and/or conflict issues

## What are the benefits of attending?

You will:

- Understand the need to deal with people issues promptly and effectively
- Build confidence in dealing with difficult people issues
- Be able to undertake full and thorough investigations to identify causes of the issues
- Increase the contribution of both manager and team through problem resolution
- Develop the key skills to successfully resolve the issues
- Practice use of the skills in a 'safe' environment

## At the end of the programme, you will be able to:

- Describe your role in managing people issues as well as know what is required
- Understand the impact of not managing issues on your organisation
- Begin to more effectively lead your team through problem resolution
- Use communication skills more effectively to assist you in resolving people problems
- Identify areas of personal strength and areas for further development

## Outline programme

### Morning

Introduction, agenda, housekeeping  
Conducting investigation meetings – the process  
Interpersonal skills development – questioning and listening  
Practice case studies and role play  
Resolving conflict – stages of conflict resolution

### Lunch

### Afternoon

Conflict resolution – case studies and role play  
Poor performance – the process and the law  
Practice case studies and role play  
Review and personal action planning

## Cost

For current MCM retained clients	-	£250 + VAT
For other organisations	-	£325 + VAT