



# Training at Les Cotils

We are delighted to share details of our upcoming course...

## **Training for Small Businesses Managing Conflict - Wednesday 10<sup>th</sup> January 2018**

Managers and leaders often spend a disproportionate amount of time on formal procedures to deal with problems that could have been resolved more effectively at an earlier, less formal, stage. Often, signals of conflict have not been recognised at first.

This workshop is designed to help delegates identify when to intervene on matters that would otherwise affect productivity, customer service and ultimately, the 'bottom line'.

Focus will be on:

- Identifying the issue
- Resolving the problem
- Limiting the 'fall out'

### **Course Details**

This course runs from 17:30 - 19:00 and costs £20 per person

### **Course Providers**

Les Cotils, in partnership with ACAS, and Management Training Consultant Paul Beard, are offering a range of courses, aimed at small businesses.

To book, please call Vanessa Marsh on 727793 or contact Vanessa via email on [Ness@lescotils.com](mailto:Ness@lescotils.com).

The costs for this course are payable at the time of booking.



/LesCotils

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