

Conflict Resolution Training Invitation

Dear [Employee Name],

We are pleased to invite you to our upcoming training session on Conflict Resolution tailored for Customer Service Representatives. This training is designed to enhance your skills in effectively managing and resolving conflicts with customers.

Details of the Training Session:

- **Date:** [Insert Date]
- **Time:** [Insert Time]
- **Location:** [Insert Location]
- **Facilitator:** [Insert Facilitator Name]

This session will cover:

1. Understanding Customer Perspectives
2. Effective Communication Techniques
3. Problem-Solving Strategies
4. Role-Playing Scenarios

We encourage you to participate actively and come prepared with any questions or conflict scenarios you wish to discuss. Your participation is vital in creating a positive experience for our customers.

Thank you for your commitment to providing exceptional service. We look forward to seeing you there!

Best Regards,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]