

Conflict Resolution Training Invitation

Dear Team Leader,

We are excited to announce a specialized training program focused on Conflict Resolution in Retail Settings, designed for leadership development. This program aims to equip you with essential skills to effectively manage and resolve conflicts within your teams and with customers.

Training Details:

- **Date:** March 15, 2024
- **Time:** 9:00 AM - 4:00 PM
- **Location:** Conference Room B, Main Office
- **Facilitator:** Dr. Jane Smith, Conflict Resolution Expert

This interactive session will cover:

1. Understanding the sources of conflict in retail
2. Effective communication strategies
3. Conflict resolution techniques and tools
4. Real-world scenarios and role-playing exercises

Please confirm your attendance by March 1, 2024, to ensure your spot in this valuable training.

We look forward to your participation and to enhancing your leadership skills.

Best Regards,

John Doe
Training Coordinator