

# Welcome to the Team!

Dear [Employee's Name],

We are excited to have you join our team at [Store Name]. As part of your onboarding process, we have scheduled a Conflict Resolution Training session to equip you with the skills needed to handle retail conflicts effectively.

## Training Details:

- **Date:** [Insert Date]
- **Time:** [Insert Time]
- **Location:** [Insert Location]
- **Duration:** [Insert Duration]

During this training, you will learn:

1. Identifying potential conflicts
2. Effective communication strategies
3. Steps to de-escalate situations
4. Company policies regarding conflict resolution

Please come prepared with any questions or scenarios you would like to discuss. We look forward to seeing you there!

Best regards,

[Your Name]

[Your Position]

[Store Name]

[Contact Information]