

Dear Sales Associates,

We are pleased to inform you about an upcoming training session focused on conflict resolution techniques specifically tailored for retail environments. This training aims to equip you with the skills necessary to handle disputes and challenges effectively.

Training Details:

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

Agenda:

1. Understanding Conflict in Retail
2. Effective Communication Skills
3. De-escalation Techniques
4. Role-Playing Scenarios
5. Q&A and Feedback Session

Your participation is essential to enhance our customer service experience and foster a positive work environment. Please confirm your attendance by [Insert Confirmation Date].

Thank you for your dedication and commitment to excellence.

Sincerely,

[Your Name]

[Your Position]

[Company Name]