

Dear Team,

We are excited to announce a mandatory Conflict Resolution Training for all seasonal staff. This training is designed to equip you with essential skills to handle customer interactions and resolve conflicts effectively.

Training Details:

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

During this session, we will cover:

- Understanding customer perspectives
- Effective communication techniques
- Strategies for resolving conflicts

Your participation is crucial in providing our customers with an exceptional experience this season. Please bring a notebook and be prepared to engage in discussions and role-playing exercises.

Thank you for your commitment, and we look forward to seeing you there!

Best Regards,

[Your Name]

[Your Position]

[Company Name]