

Dear [Employee Name],

We are excited to announce an upcoming training session focused on enhancing emotional intelligence and conflict resolution skills within our retail team.

Effective conflict resolution is crucial in providing exceptional customer service and maintaining a positive work environment. This training will equip you with the necessary tools to understand and manage emotions, both yours and those of others, leading to more productive interactions.

Training Details:

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

Please confirm your attendance by [RSVP Deadline]. We believe that this training will not only benefit you personally but will also contribute to our team's overall success.

Thank you for your commitment to excellence and continuous learning.

Sincerely,

[Your Name]
[Your Position]
[Your Company]