Businessmaker® ACADEMY

# TRAINING INVITATION

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**Dear Valued Client,**

Greetings from Business Maker Academy, Inc.----a training center for business, finance, human resources & leadership that has served more than 150,000 clients since 2003 and is an accredited learning institution of the Civil Service Commission (CSC) & PHILGEPS.

You are cordially invited you to attend our training program on:

**GRIEVANCE HANDLING & CONFLICT MANAGEMENT**
Date: _____
Time: _____

Attached below are the Registration Form & the Course Brochure. We look forward to a fun and rewarding learning experience with you. Feel free to contact us for any questions or clarifications.

Thank you very much,
BMA Management

## REGISTRATION FORM

Please submit via: Email to info@businessmaker-academy.com | Viber: (0912) 2231826

Booking Officer Name: _____
Position: _____
Company: _____
Company TIN: _____
Industry: _____
Tel No: _____
Cel No: _____
Email Address: _____

Total Number Attendee(s) for Enrollment: _____
Note: Please indicate full name below:

Attendee 1: _____
Cel No: _____
Email Address: _____

Attendee 2: _____
Cel No: _____
Email Address: _____

Attendee 3: _____
Cel No: _____
Email Address: _____

Attendee 4: _____
Cel No: _____
Email Address: _____

Attendee 5: _____
Cel No: _____
Email Address: _____
*(More than 5 participants, pls attach extra sheet)*

Would you like to request for billing statement? ☐ Yes ☐ No
How did you find us? _____
Use Promo Code: _____

**ENROLLMENT DETAILS**

SCHEDULE:
- Pls visit https://businessmaker-academy.com/training-schedule/

WEBINAR:
- Duration: 2 sessions x 4 hrs.
- Time: AM Sched: 8:30am to 12:30pm
  PM Sched: 1:30 to 5:30 pm
- Venue: Zoom

SEMINAR:
- Duration: 2 days x 8 hrs
- Time: 9am to 5pm
- Venue: 1503A West Tower, Tektite Bldg, Exchange Rd., Ortigas Center, Pasig City Philippines

TRAINING FEE:
- Webinar Fee = Php 4500+VAT
- Seminar Fee = Php 8500+VAT

MODE OF PAYMENT:
☐ Bank Deposit:
Account: Business Maker Academy, Inc.
BPI SA# 4013-0306-64
BDO SA# 000-280-622-422
Landbank CA# 3732114830
☐ Paypal: pls contact us
☐ Dragonpay: pls contact us
☐ Gcash: pls use QR code below




**BUSINESSMAKER ACADEMY & HR CLUB PHILIPPINES**
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**www.businessmaker-academy.com ▪ www.hrclubphilippines.com**

Businessmaker® ACADEMY

**TRAINING INVITATION**




# GRIEVANCE HANDLING & CONFLICT MANAGEMENT

**"How to Prevent, Diffuse, and Handle Conflicts in the Workplace"**

**Seminar:** 2 days x 8 hrs. (total of 16 hrs)
**Webinar:** 2 sessions x 4 hrs. (total of 8 hrs)

## COURSE DESCRIPTION:

Many business leaders do not like dealing with workplace conflicts because of the stress and drama these conflicts generate. However, workplace conflict is inevitable in any organization and effective workplace conflict management is now increasingly recognized as a necessity for those occupying leadership positions. This course gives you the key conflict management principles and provides you with important skills, techniques, policies and procedures for conflict prevention and conflict intervention. Learn how to resolve conflicts in the workplace and counsel your people to work harmoniously and productively in the office.

## WHO SHOULD ATTEND:

Business Managers, Department Managers, Operations Managers, HR Managers, Administrative Officers, Personnel Administrations, Legal Counsels, Team Leaders or any person who are tasked to prevent and resolve conflict in the workplace.

## PERFORMANCE OBJECTIVES:

Upon completion of this course, participants should be able to handle workplace conflict and grievances in a positive and legally compliant way to address and resolve issues and keep a harmonious work environment.

## LEARNING OBJECTIVES:

By the end of this course, the participants shall be able to:

- Recognize the importance and purpose of effective grievance handling in maintaining harmony in the workplace
- Identify and detect conflict in its early stages
- Use preventive measures to address emerging grievances or conflict
- Apply techniques for workplace conflict handling
- Handle formal grievances with due process
- Diffuse lingering negative emotions and rebuild morale after the conflict

## COURSE TOPIC HIGHLIGHTS:

1. Understanding Workplace Conflict
2. Conflict 101: Nature, Causes & Common Responses to Conflict
3. Effects of Workplace Conflict: Organizational Costs, Risks, Legal Exposure & Benefits
4. Identifying Workplace Conflict
5. Types and Sources of Workplace Conflict
6. Proactive Techniques for Conflict Handling
7. Early Identification: Preventing Conflict Escalation
8. Formal and Informal Approaches in Conflict Engagement
9. Coaching and Counselling
10. Workplace Mediation
11. Handling Investigations
12. Managing Disciplinary Procedures
13. Preventing Recurrence and Rebuilding Relationships
14. Managing the 'After Affects' of a Conflict

## TRAINING INCLUSIONS:

- Live Webinars are conducted via Zoom and includes eCertificate of Completion. Printed Certificates may be requested with minimal processing fee of Php100 plus shipping fee.
- Live Seminars are conducted at BMA Training Center and includes: Certificate of Completion, Seminar Kit, Meals and Drinks. Plus: non-transferable one-time refresher seminar session within one year.

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