

FREE TO ATTEND



Resolution of difference

Date Wed 8 Nov 2017

Time 09.30 – 12.30

Venue University of Nottingham, A11
Clinical Sciences Building, Nottingham City
Hospital. Hucknall Road. Nottingham NG5

Getting to the venue

[Google map link](#)

Links below for maps of Nottingham City
Hospital itself

- [Interactive map](#)
- [Printable map](#) showing the corridors within the main buildings (includes a directory of all services and wards at the City Hospital)
- [3D map of full site](#)

How to book

Book to attend this free event online at www.hpma.org.uk/civicrm/event/info?reset=1&id=643 or email nationalevents@hpma.org.uk.

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Lesley Purcell Coaching Ltd
www.lesleypurcellcoaching.com



Lesley Purcell
COACHING

PASSIONATE ABOUT MAKING A DIFFERENCE

This session, with coach Lesley Purcell, will explore practical tips, hints and tools for resolving employee differences informally at an early stage.

Who should attend?

The session is aimed at HR practitioners who advise or support senior managers/managers when dealing with conflict resolution or resolving employee differences. It is also aimed at supporting HR to reduce the number of conflict resolution cases which normally result in formal grievances.

Objectives

This workshop will enable participants to:

- Take an early approach to the resolution of differences
- Learn when it's appropriate and how to establish this approach
- Understand the role they are taking
- Better understand differences through listening and questioning strategies.
- Learn how to encourage problem solving amongst the individuals involved
- Recognise the links to an informal mediation approach

Feedback from previous participants

"Really helpful and informative. Good to hear some clear steps to take"
"Good sharing of knowledge and expertise"
"Very practical – excellent tools, techniques and interactive discussion"

About the session leader

Lesley brings together, over 30 years of experience in human resources and 10 years coaching, facilitation and tutoring. Lesley has extensive experience in Human Resources and Organisational Development in the NHS, with eleven years' experience as a Director in two well-regarded NHS Trusts. Lesley also has an Advanced Certificate in Executive Coaching, is a Practitioner in Neuro Linguistic Programming (NLP) and member of the Midlands Mediation Network.