



مينالأك
MENALAC

Invites its members for an

Online Professional Development / Knowledge Sharing Session on



**FREE
SESSION**
FOR MENALAC
MEMBERS ONLY

EFFECTIVE MANAGEMENT OF CONFLICT WITHIN THE WORKPLACE

TOPICS:

- Common risk behaviours and conflict flashpoints and their causes
- Key organisational considerations, including proactive and reactive strategies
- Anticipating and preventing conflict between guests and employees - before it happens
- The key ingredients for effective training in this area of risk and in supporting behaviour change
- Important management considerations following a violent incident

ABOUT THE SPEAKER:

Bill is a leading specialist in the prevention of workplace conflict and management of disruptive and violent behaviours. Bill and his team support organisations across the World with risk reduction strategies and training for their employees in positive, respectful and safer approaches to unwelcome behaviours presented by visitors/guests or colleagues.

Bill led the Maybo team that trained 22,000 staff in conflict management at the 2012 London Olympics. He currently advises global brands in the retail, hospitality, leisure and events sectors in how to better protect employees, customers and business reputations.



SEPTEMBER
8th, 2022

| TH |



10:00am - 10:30am



Bill Fox

Chairman
Maybo Limited

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