
You'll never know
how **high** you
can **SOAR**, unless
you **spread**
your wings



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O D Innovations

Developing People

Developing Organisations

Innovations Programme Series

Employee Relations
Negotiating and Working with Unions
Equality and Diversity
Health and Safety Fundamentals



Innovations



To complement our established range of Leadership, Management and Business skills training and development programmes, O D Innovations is introducing the Innovations training and development programme series comprising:

- **Employee Relations**
- **Negotiating and Working with Unions**
- **Equality and Diversity Fundamentals**

Resolving and Managing Conflict in the Workplace

Genial and positive workplace relationships are crucial for business **effectiveness**. Conflict can happen in **any** workplace. Differences between individuals or groups at work, even **minor** problems, can lead to grievances, or disputes, absences and possible loss of **valuable** employees.



Equipping managers with the skills to **help** people who don't see eye to eye to sort out their differences as quickly as possible **minimises** distress and cost.

O D Innovations **Resolving and Managing Conflict in the Workplace** is a 1 day **high impact** course designed to give managers the tools and techniques to develop effective **conflict resolution skills** that can make the difference between positive and negative outcomes.

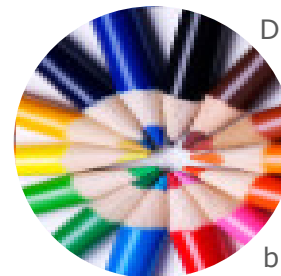
Negotiating and Working with Unions

It is even more **essential** now that UK employers effect **better** relations with trade unions by clearly defining and implementing **good working relationships**. Unlike many other aspects of management, this one involves working with organisations that may not share the same view as you do.

O D Innovations 2 day **Negotiating and Working with Unions** course explains a range of negotiating techniques and behaviours and provides **insight** from the Union perspective. Delegates will gain understanding of their **effects**, when it is **appropriate** to use them and how to be **proactive** in managing the negotiation process to a successful conclusion. It is designed to **enable** managers to practice the techniques in negotiating situations in order to **enhance** the employer/union working relationship.



Equality and Diversity



Diversity is about **difference**. Essentially, a valuing diversity approach focuses on the **positive** aspects of the differences between people. It recognises that the different backgrounds, values, attitudes, skills and experiences that people have means that they bring a **unique perspective** to work issues.

O D Innovations **Equality and Diversity Fundamentals** raises **awareness**, explores how Equality and Diversity **impacts** the workplace and **empowers** people to understand and promote a **culture of Equality**.