



Connect - Edition #30

Welcome!

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Edition #29 - Employment Law



- The effect of Brexit on employment law
- UK employment law Spring update
- International labour law updates
- UK employment law by numbers

Edition #28 - Motivation and Engagement



- What are your people really looking for from their jobs?
- Now is not the time to lead from behind a closed door
- Delegation: keeping your hands off... but your eyes wide open
- Matrix management: 7 key elements for success

Edition #27 - Customer and Client Care



- What are makes great customer service?
- 10 tips for dealing with customer complaints
- Most frustrating things to happen to customers on the telephone
- 5 ways to immediately build rapport

Edition #25 - Successfully resolving workplace conflict



- How to reduce workplace stress and increase wellbeing
- Mediation - not that simple!
- 7 top tips for managing and conducting effective workplace investigations
- The golden rules of mediation

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