



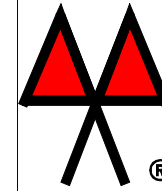
# "I have protected my staff adequately"

## Personnel Benefits

- Confidence Boost
- Feel Valued
- Better Team Spirit
- Improved Morale
- Better Productivity
- Duty of Care complete
- Tax Deductible expense

## Optional Modules

- Understanding Conflict
- Resolving Conflict
- Being Streetwise
- HeartMath Stress Management
- Assertiveness
- Breakaway & Restraint
- Self Protection



# MAX

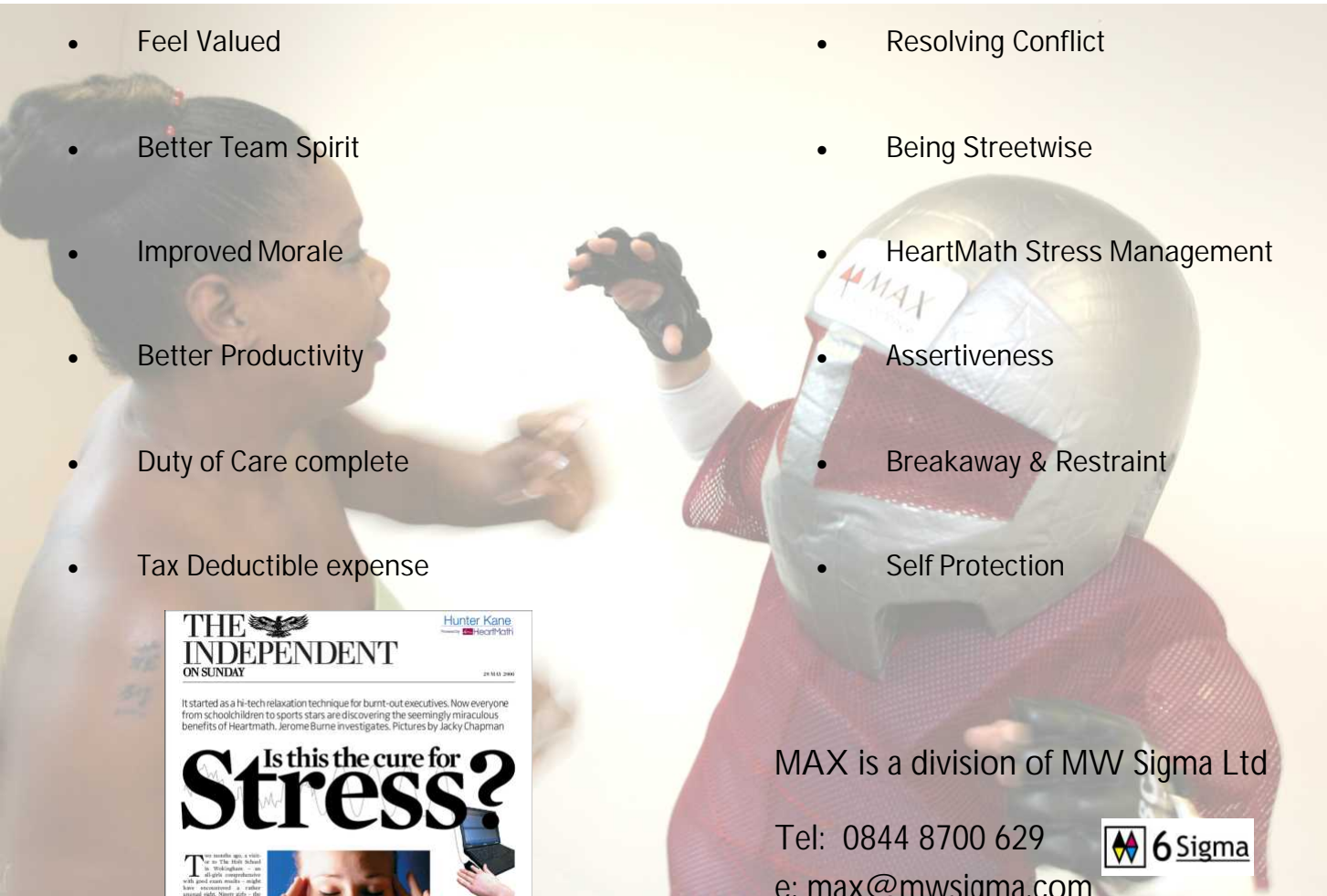
conflict management



## Resolve conflict

## Protect Lone Workers

## Be confident & assertive



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[www.maxconflictmanagement.com](http://www.maxconflictmanagement.com)

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*Conflict can stop your business moving forward*

## Productivity & Duty of Care

If your staff don't work together—or aren't there to do the job—your work might not get done or it will take you longer and cost more.

The HSE estimate that the cost of one injured member of staff to a business is between £13,000 & £17,000.



What are your customers like? How do your staff respond?

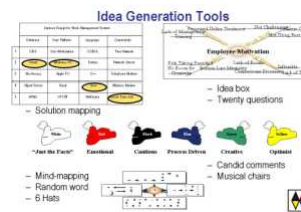
You have a duty of care but more than that, your staff make your business tick. We can help your business run more smoothly:

- Resolving issues between staff
- Analysing the cause of customer complaints and resolving these before you lose business
- Helping your staff deal professionally with verbal and even physical assault
- It's good for business - you look after your staff and your staff will look after you

# "I have ensured adequate Duty of Care"

## Get to the Root of a Problem

We can get as deeply involved as you want us to. MAX can help you understand how you got to a difficult situation—and how to manage your way out of it. We use a wide range of business analysis tools from the world of 6 Sigma and Lean.



## And resolve it

We can put together a tailor-made training and consultancy package to help your staff resolve the problem—and we can help develop new processes and embed these into your normal working practices where required - with the minimum of upset and with the support of your team.

## A customer comment:

*"From diagnosis and planning to delivery and review, we have been very impressed with Mark's approach to what we needed, and as a result, have a more motivated and better-equipped team. We would not hesitate to recommend or to use his service again, and have found his professionalism and application to our circumstances both refreshing and encouraging".*

 Nuffield Health



## We provide:



### Training:

- Effective Conflict Management
- Stress Management
- Assertiveness & Confidence Building
- Personal Safety
- Workshops & Consultancy such as:
  - Cultural Diversity Workshop
  - Death threats & drug dealing on site
  - Self Protection Training for Wardens
  - Risk Assessment advice & Policy Writing
  - Lone Worker Support Systems
- Lone Worker Support Technology

## Why MAX?

We believe in practical.

Whilst we deliver all services in a friendly, fun and safe environment, we never lose sight of the seriousness of what we provide: confidence and reassurance.

