

CPD Management Seminar for Solicitors At The Society of Advocates in Aberdeen

**1-5 p.m. 24th September 2010
(Lunch from 12.45 p.m.)**



Balgownie Consultancy

Delivered by Balgownie Consultancy

Overview

Attendance at this Seminar allows solicitors to complete their full annual 5 hours CPD Management requirement in just 4 hours. As this CPD is undertaken in an interactive group setting, The Law Society of Scotland states that solicitors can count an additional one-quarter of the time spent undertaking such CPD.

Seminar Content

- ❖ Customer Service
 - Internal Customers
 - External Customers
 - Delivering Customer Service

- ❖ Conflict Management
 - Defining Conflict
 - Conflict in the Workplace
 - Conflict with Customers
 - Dealing with Conflict

Speaker

Mark McClelland-Jones BA (Hons), MA, FRSA

Mark is an associate lecturer in Management at the Open University and a Fellow of the Royal Society of Arts. He was formally head of Management studies at a college and chief executive of a charitable organisation. Mark has a degree in Business and a Master's in Human Resource Management.

Cost

£150 per person.

Bookings

Please visit www.balgownieconsultancy.com for details of how to book and Terms & Conditions.

About Balgownie Consultancy

Balgownie Consultancy exists to make it simple for solicitors to gain the Management element of the annual CPD requirement. Since 2007, they have provided CPD seminars for solicitors in those parts of Scotland with little existing Management CPD provision, mainly in the North and North East.

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