

Press release

24 June 2009

Preventing and resolving disputes in your organisation

The Institute welcomed delegates and top industry professionals on 23 June 2009 for the latest in its industry seminars highlighted case studies and best practice key to helping associations resolve organisational disputes and conflicts.



John Taylor, Chief Executive of Advisory, Conciliation and Arbitration Service –ACAS, started off his overview of the nature of the dispute resolution process, specifying how the procedure has been affected by the recent Employment act. He commented: “Don’t rely on hearsay; it is essential to gather all the necessary facts and to listen carefully” as essential first steps in the mediation process.



David Richbell, commercial mediator and trainer, offered an experience-based presentation to discuss the nature of commercial disputes that occur between customer and retailer. “People see the same events and facts through different eyes,” he commented – a common reaction which must be taken into account in order to establish a neutral ground as the basis for discussion and cooperation. He further emphasised that “avoiding disputes is the best way of resolving them.



Beccie D’Cunha, of TCM Solutions offered useful skills and tips on how to identify disputes early and resolve them quickly. “There are opportunities in conflicts, if approached in the right way; many things can be learned by both parties.”

The seminar was followed shortly by the new members' Summer Social in the elegant surroundings of venue partner Park Plaza County Hall.

Presentations and a full list of Institute seminars for 2009 can be found on the Institute website.

www.iofam.org.uk

Ends

Notes to Editors:

The Institute of Association Management (the IofAM) is an independent professional association managers aiming to develop, promote and share best practice for the benefit of IofAM members and all those involved in the governance of associations. To achieve its objectives, the IofAM offers a forum for education, training and development, dissemination of information, networking, and research. Our seminars, masterclasses, round-tables and other education and training programmes are geared to all levels, and work to encourage the development of professionals in this varied sector.

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