

Management Course for FRCEM

08.30-08.50	Coffee & Registration
08.50-09.00	Welcome and Introduction
09.00-09.30	<i>How to approach an in-tray</i>
09.30-10.30	In-Tray 1
10.30-10.45	<i>Break</i>
10.45-11.15	Complaints
11.15-11.45	Confidentiality
11.45-12.45	In-Tray 2
12.45-13.30	<i>Lunch</i>
13.30-14.00	Disciplinary
14.00-14.30	Incident Reporting
14.30-15.30	In-Tray 3
15.30-15.45	<i>Break</i>
15.45-16.45	Management Scenarios
16.45-17.00	Summing Up and Close

