



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

Tel: +27 12 004 8389 · Mobile: +27 65 077 6310

Email: apply@aaticd.co.za · Website: www.aaticd.co.za

COURSE BROCHURE

Workplace Conflict Resolution And Management Skills Training

Business, Commerce and Management Studies / Human Resources

Unit Standard 114226 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to identify, manage, and resolve workplace conflicts constructively. Participants will gain practical strategies to de-escalate disputes, foster collaboration, and maintain productive working relationships, ultimately contributing to a positive organisational culture.

Category	Business, Commerce and Management Studies
Subfield	Human Resources
Unit Standard	114226
Accreditation	SAQA Accredited · NQF Level 5 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply conflict resolution models and techniques to real workplace scenarios.
- Analyze the causes and dynamics of conflict in a team or organisational context.
- Evaluate different conflict management styles and select appropriate approaches.
- Implement communication strategies to de-escalate tense situations and facilitate dialogue.
- Demonstrate active listening and assertiveness skills during conflict discussions.
- Design a personal action plan for managing future conflicts effectively.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, supervisors, and any employees who wish to enhance their conflict resolution skills to improve workplace harmony and productivity.

COURSE OUTLINE

Day 1: Foundations of Conflict and Communication

- Defining conflict: types, sources, and stages
- Conflict styles assessment (Thomas-Kilmann model)
- Communication barriers and active listening
- Introduction to emotional intelligence
- The conflict resolution process overview

Day 2: Conflict Resolution Strategies and Techniques

- Collaborative problem-solving model
- Negotiation principles: BATNA, interests vs positions
- Mediation basics: roles and steps
- Assertive communication: I-statements and feedback
- Handling difficult personalities and emotions

Day 3: Managing Team and Interpersonal Conflicts

- Team dynamics and conflict triggers
- Facilitating difficult conversations
- Conflict resolution frameworks (e.g., Interest-Based Relational Approach)
- Case studies: common workplace conflicts
- Developing a team conflict protocol

Day 4: Conflict Prevention and Organisational Culture

- Early warning signs and proactive interventions
- Policy frameworks: grievance procedures, code of conduct
- Building a culture of respect and inclusion
- Mediation and arbitration options
- Creating a conflict management plan

Day 5: Integration, Action Planning, and Evaluation

- Action planning: setting goals and milestones
- Measuring success: feedback and metrics
- Handling multi-party and systemic conflicts
- Peer coaching and knowledge transfer
- Course review and certification preparation

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 114226) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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