



Accredited Africa Training Institute for Capacity Development

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

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COURSE BROCHURE

Diplomatic Negotiation And Conflict Management Skills Development Training

Law, Military Science and Security / Sovereignty of the State

Unit Standard 114697 · NQF Level 7 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with advanced diplomatic negotiation and conflict management skills essential for professional environments. Participants will develop the ability to analyse conflict situations, apply negotiation strategies, and facilitate resolution through diplomatic communication. The training fosters a constructive approach to managing interpersonal and organisational conflicts.

Category	Law, Military Science and Security
Subfield	Sovereignty of the State
Unit Standard	114697
Accreditation	SAQA Accredited · NQF Level 7 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply diplomatic negotiation techniques to achieve mutually beneficial outcomes.
- Analyse conflict situations to identify underlying interests and positions.
- Evaluate different conflict management styles and select appropriate approaches.
- Demonstrate effective communication skills for de-escalating conflicts.
- Implement strategies to build consensus and resolve disputes constructively.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, HR professionals, and any individuals who need to negotiate effectively and manage conflict in the workplace.

COURSE OUTLINE

Day 1: Foundations of Diplomatic Negotiation

- Introduction to diplomatic negotiation and conflict management.
- Core principles: interests, positions, and BATNA.
- Types of negotiation: distributive vs integrative.
- Stakeholder analysis and mapping interests.
- Communication skills: active listening and questioning.
- Emotional intelligence and self-awareness.
- Overview of negotiation ethics and professionalism.
- Case study: simple negotiation scenario.

Day 2: Preparation and Strategy Development

- Pre-negotiation preparation framework.
- Setting negotiation objectives and limits.
- Understanding power dynamics: sources of power.
- Leverage and influence tactics.
- Developing a negotiation strategy: competitive vs collaborative.
- Role of mandates and authority.
- Risk assessment and contingency planning.
- Practical exercise: preparing a negotiation plan.

Day 3: Communication and Relationship Building

- Advanced communication skills: paraphrasing, summarising, reframing.
- Building rapport and trust: empathy and credibility.
- Cross-cultural negotiation: cultural dimensions and adaptability.
- Non-verbal communication and body language.
- Managing difficult conversations.
- Questioning techniques to uncover hidden interests.
- Role-play: cross-cultural negotiation scenario.
- Feedback and reflection.

Day 4: Conflict Management and Resolution

- Theories of conflict: causes and escalation.
- Conflict resolution models: negotiation, mediation, arbitration.
- De-escalation techniques and managing emotions.
- Mediation skills: neutrality, process management.
- Facilitation of multi-party negotiations.
- Transforming conflict into joint problem-solving.
- Case study: diplomatic conflict scenario.
- Practical exercise: mediation role-play.

Day 5: Negotiation Tactics and Countermeasures

- Common negotiation tactics: bluffing, anchoring, good cop/bad cop.
- Ethical boundaries and cultural considerations.
- Countermeasures: staying principled and strategic.
- Dealing with impasses: brainstorming, cooling-off, third-party involvement.
- Principled negotiation: separating people from problems.

- Generating options for mutual gain.
- Objective criteria and fairness.
- Simulation: tactical negotiation exercise.

Day 6: Complex and Multi-Party Negotiations

- Multi-party negotiation dynamics.
- Coalition building and managing alliances.
- Managing complexity: legal, political, and public dimensions.
- Decision-making frameworks: consensus, majority, unanimity.
- Role of observers and stakeholders.
- Negotiation in international and intergovernmental contexts.
- Case study: multi-lateral negotiation simulation.
- Debrief and lessons learned.

Day 7: Integration, Ethics, and Personal Development

- Personal negotiation style assessment and reflection.
- Ethical dilemmas in negotiation: integrity and accountability.
- Creating a personal development plan.
- Capstone simulation: full-day integrative negotiation exercise.
- Peer and facilitator feedback.
- Action planning for workplace application.
- Course evaluation and certification.
- Closing remarks and next steps.

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 **10 NQF credits** at **NQF Level 7**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 32,400.00	R 32,400.00
1	In-House	R 42,200.00	R 42,200.00
1	On-Campus (Pretoria)	R 48,600.00	R 48,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	18 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	19 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	20 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Mauritius
13 Aug 2026	21 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	24 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	25 Aug 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	26 Aug 2026	On-Campus	Durban, 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 114697) 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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