



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@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Conflict Analysis And Resolution Strategies Training

Human and Social Studies / Public Policy, Politics and Democratic Citizenship

Unit Standard 117844 · NQF Level 5 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips participants with the skills to analyse workplace conflicts, identify underlying causes, and apply resolution strategies that foster constructive outcomes. It focuses on understanding conflict dynamics, communication techniques, and mediation processes to manage disputes effectively in a professional environment.

Category	Human and Social Studies
Subfield	Public Policy, Politics and Democratic Citizenship
Unit Standard	117844
Accreditation	SAQA Accredited · NQF Level 5 · 15 Credits
Duration	12 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Analyse the sources and dynamics of conflict in a workplace context.
- Apply appropriate conflict resolution strategies to different conflict scenarios.
- Demonstrate effective communication and negotiation skills during conflict situations.
- Evaluate the role of power, culture, and emotions in conflict escalation and de-escalation.
- Design a conflict resolution plan that includes mediation and follow-up actions.
- Implement strategies to prevent conflict and promote a positive work environment.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, supervisors, and employees who need to handle interpersonal or group conflicts in the workplace.

COURSE OUTLINE

Day 1: Introduction to Conflict and Its Dynamics

- What is conflict? Myths and realities.
- Sources of conflict: structural, personal, and cultural.
- The Thomas-Kilmann conflict mode instrument.
- Conflict escalation: from disagreement to crisis.
- The role of perception and cognitive biases.
- Emotional intelligence and self-awareness in conflict.

Day 2: Conflict Analysis Frameworks

- Circle of Conflict: values, relationships, data, interests, structure.
- The ABC Triangle: attitude, behaviour, contradiction.
- Stakeholder mapping: positions, interests, and needs.
- Root cause analysis: tools and techniques.
- Distinguishing symptoms from underlying issues.
- Practical case study: analysing a workplace conflict.

Day 3: Communication Skills for Conflict Resolution

- Active listening: attending, paraphrasing, summarising.
- Assertive communication vs. aggressive or passive.
- I" statements: structure and practice.
- Non-verbal cues: body language, tone, and space.
- Empathy and validation in conflict.
- Handling defensiveness and emotional triggers.
- Role-play: a difficult conversation.

Day 4: Negotiation and Interest-Based Bargaining

- Positions vs. interests: getting to the real needs.
- BATNA, WATNA, and reservation points.
- The Harvard principled negotiation: people, interests, options, criteria.
- Generating options for mutual gain.
- Negotiation tactics and ethical boundaries.
- Simulation: negotiating a resource allocation conflict.

Day 5: Mediation and Third-Party Intervention

- Mediation principles: neutrality, confidentiality, voluntariness.
- The mediation process: opening, exploration, negotiation, agreement.
- Caucusing and joint sessions.
- Dealing with power imbalances.
- Overcoming impasse: reframing and reality testing.
- Practice: co-mediating a workplace dispute.

Day 6: Managing Emotions and Stress in Conflict

- The neuroscience of conflict: fight, flight, freeze.
- Emotional triggers: recognising and managing them.
- De-escalation techniques: tone, pacing, and validation.
- Stress management: breathing, grounding, and reframing.

- Building resilience for ongoing conflict.
- Practice: de-escalating a heated exchange.

Day 7: Cultural and Diversity Considerations in Conflict

- Cultural dimensions: individualism vs. collectivism, power distance.
- High-context vs. low-context communication.
- Stereotypes, prejudice, and microaggressions.
- Culturally sensitive mediation and negotiation.
- Case study: conflict in a multicultural team.
- Strategies for inclusive dialogue.

Day 8: Conflict in Teams and Organisations

- Types of team conflict: task, process, relationship.
- Tuckman's stages and conflict emergence.
- The GRPI model: goals, roles, processes, interpersonal.
- Team interventions: facilitated dialogue and team building.
- Creating psychological safety.
- Role-play: addressing a team conflict.

Day 9: Conflict Resolution Systems and Policies

- Conflict resolution system design: prevention, management, resolution.
- Grievance procedures and alternative dispute resolution.
- Restorative justice principles: repair, accountability, reintegration.
- Ombuds and peer mediation programmes.
- Policy review and recommendations.
- Case study: implementing a conflict resolution system.

Day 10: Advanced Conflict Analysis and Intervention

- Multi-party conflict analysis: mapping stakeholders and alliances.
- Intractable conflicts: characteristics and approaches.
- Conflict transformation vs. resolution.
- Systems thinking: feedback loops and unintended consequences.
- Designing intervention strategies: timing and sequencing.
- Simulation: a multi-stakeholder environmental dispute.

Day 11: Capstone Project – Conflict Resolution Plan

- Project brief: analyse a real or simulated conflict.
- Developing the plan: analysis, intervention, implementation.
- Presentation skills for professional reporting.
- Peer review and constructive feedback.
- Revising and finalising the plan.
- Individual coaching and Q&A.

Day 12: Integration, Assessment, and Action Planning

- Final assessment: written test and practical demonstration.
- Personal action planning: setting SMART goals.
- Resources for continued learning: books, networks, courses.
- Group reflection and sharing insights.
- Course evaluation and certification.

- Closing ceremony.

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 **15 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 43,000.00	R 43,000.00
1	In-House	R 56,000.00	R 56,000.00
1	On-Campus (Pretoria)	R 64,600.00	R 64,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	25 Aug 2026	On-Campus	Pretoria, South Africa
11 Aug 2026	26 Aug 2026	On-Campus	Abu Dhabi, UAE
12 Aug 2026	27 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	27 Aug 2026	On-Campus	Mauritius
13 Aug 2026	28 Aug 2026	On-Campus	Cape Town, South Africa
14 Aug 2026	31 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	01 Sep 2026	On-Campus	Abu Dhabi, UAE
18 Aug 2026	02 Sep 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 117844) 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.

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 · WhatsApp: +27 65 077 6310 · apply@aatid.co.za · www.aatid.co.za