



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

Conflict Resolution And Relationship Restoration Skills Training

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

Unit Standard 117845 · NQF Level 5 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to manage interpersonal conflict constructively and restore damaged relationships in the workplace. Participants will learn to identify conflict triggers, apply resolution strategies, and foster a collaborative environment that enhances team cohesion and productivity.

Category	Human and Social Studies
Subfield	Public Policy, Politics and Democratic Citizenship
Unit Standard	117845
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 to de-escalate workplace disputes effectively.
- Analyze the root causes of conflict to develop appropriate resolution strategies.
- Evaluate different communication styles and their impact on conflict dynamics.
- Implement restorative practices to rebuild trust and cooperation after conflict.
- Demonstrate active listening and assertive communication during difficult conversations.

WHO SHOULD ATTEND

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

COURSE OUTLINE

Day 1: Foundations of Conflict and Communication

- Understanding conflict: definitions, types, and common causes
- The conflict cycle: escalation, stalemate, and de-escalation
- Introduction to conflict styles (competing, collaborating, compromising, avoiding, accommodating)
- Core communication principles for conflict situations
- The role of self-awareness: emotions, triggers, and biases
- Foundational skills: active listening, paraphrasing, and open-ended questioning
- Overview of the SAQA unit standard 117845 and course framework

Day 2: Analysing Conflict and Managing Emotions

- Conflict analysis frameworks (e.g., conflict mapping, the Triangle of Satisfaction)
- Emotional intelligence in conflict: self-regulation and empathy
- Non-verbal communication: body language, tone, and facial expressions
- Techniques for emotional de-escalation and creating psychological safety
- Initiating difficult conversations: setting the tone and stating purpose
- Identifying underlying interests versus stated positions
- Practical role-play: analysing a simulated conflict scenario

Day 3: Negotiation and Collaborative Problem-Solving

- Introduction to negotiation theory: distributive vs. integrative bargaining
- The Harvard Principled Negotiation model (separate people from the problem, focus on interests, invent options, use objective criteria)
- Brainstorming and option generation techniques
- Developing and using objective standards and fair procedures
- Building agreement: drafting solutions and testing for durability
- Overcoming common barriers to collaboration
- Practical exercise: negotiating a resolution in a case study

Day 4: Mediation and Third-Party Intervention Skills

- The mediation process: stages and mediator's role
- Key mediator skills: neutrality, impartiality, and managing the process
- Advanced communication techniques: reframing, summarising, and reality-testing
- Handling difficult dynamics: power imbalances, strong emotions, and cultural differences
- Strategies for breaking impasse and generating movement
- Documenting outcomes: writing a memorandum of understanding or agreement
- Role-play simulation: conducting a mediation between two parties

Day 5: Integration, Restoration, and Application

- From resolution to restoration: rebuilding trust and repairing relationships
- Applying skills to team, family, and community conflicts
- Complex conflict scenarios: multi-party disputes and systemic issues
- Monitoring and evaluation: assessing the success of resolutions
- Developing a personal and professional conflict competence plan
- Course integration: reviewing key concepts and skills from Days 1-4
- Final assessment preparation and submission guidelines for unit standard 117845

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
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
17 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
17 Aug 2026	21 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
24 Aug 2026	28 Aug 2026	On-Campus	Abu Dhabi, UAE
24 Aug 2026	28 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 117845) 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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