



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 Strategies And Implementation Plans Training

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

Unit Standard 117855 · NQF Level 5 · 15 Credits · 12 Days

COURSE OVERVIEW

This course equips learners with the skills to analyze workplace conflicts, develop effective resolution strategies, and implement practical action plans. Participants will gain the ability to manage disputes constructively, fostering a productive and harmonious work environment.

Category	Human and Social Studies
Subfield	Public Policy, Politics and Democratic Citizenship
Unit Standard	117855
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

- Analyze the sources and dynamics of conflict in a team or organizational context.
- Apply conflict resolution models and techniques to mediate disputes effectively.
- Design a conflict resolution strategy tailored to specific workplace scenarios.
- Implement a conflict resolution plan, including communication and follow-up actions.
- Evaluate the effectiveness of conflict resolution interventions and adjust strategies as needed.
- Demonstrate the ability to facilitate constructive dialogue between conflicting parties.

WHO SHOULD ATTEND

- This course is designed for managers, team leaders, supervisors, and HR professionals who are responsible for managing conflict in the workplace.

COURSE OUTLINE

Day 1: Introduction to Conflict Resolution

- What is conflict? Definitions and key concepts
- Sources of conflict: structural, personal, and communication factors
- Types of conflict: interpersonal, intrapersonal, and intergroup
- The cost of conflict: productivity, morale, and retention
- Overview of conflict resolution as a core competency
- Introduction to the unit standard 117855 and learning outcomes

Day 2: Conflict Resolution Models and Theories

- The conflict process: stages from latent to manifest
- Thomas-Kilmann Conflict Mode Instrument: competing, collaborating, compromising, avoiding, accommodating
- Interest-based relational (IBR) approach
- The dual-concern model
- Situational factors influencing mode selection
- Practical exercise: identifying personal conflict style

Day 3: Communication Skills for Conflict Resolution

- Barriers to effective communication in conflict
- Active listening: paraphrasing, reflecting, and summarising
- Assertive communication: 'I' statements and respectful expression
- Non-verbal cues: body language, tone, and eye contact
- Emotional intelligence and self-regulation
- Role-play: practising dialogue in conflict scenarios

Day 4: Negotiation and Problem-Solving Techniques

- Positions vs. interests: uncovering underlying needs
- The seven elements of principled negotiation
- BATNA, WATNA, and ZOPA concepts
- Brainstorming and option generation
- Building consensus and reaching agreement
- Case study: negotiating a resource allocation conflict

Day 5: Mediation and Third-Party Intervention

- When to use mediation: voluntary, confidential, and structured
- Stages of mediation: opening, storytelling, problem-solving, agreement
- Mediator skills: reframing, summarising, and reality testing
- Caucusing and joint sessions
- Ethics and boundaries for third-party interveners
- Simulated mediation exercise

Day 6: Managing Difficult Personalities and Emotions

- Personality clashes and conflict triggers
- Dealing with aggressive, passive, and passive-aggressive behaviour
- De-escalation techniques: calm tone, empathy, and pacing
- Anger management: cooling-off strategies and reframing
- Building resilience and emotional regulation

- Role-play: handling a heated disagreement

Day 7: Conflict Resolution in Teams and Groups

- Common causes of team conflict: roles, norms, and resources
- Facilitation skills for group discussions
- Techniques for building psychological safety
- Addressing groupthink and encouraging diverse perspectives
- Team problem-solving and decision-making models
- Workshop: resolving a team-based conflict scenario

Day 8: Cross-Cultural and Diversity Considerations

- Hofstede's cultural dimensions: power distance, individualism, etc.
- High-context vs. low-context communication styles
- Unconscious bias and stereotyping in conflict
- Culturally sensitive mediation and negotiation
- South African workplace diversity: race, language, and generation
- Case study: cross-cultural misunderstanding resolution

Day 9: Designing Conflict Resolution Systems

- Conflict resolution system design (CRSD) principles
- Alternative dispute resolution (ADR) options: mediation, arbitration, ombuds
- Developing a step-by-step grievance procedure
- Policy writing: scope, roles, and confidentiality
- Stakeholder engagement and buy-in strategies
- Drafting a conflict resolution policy framework

Day 10: Implementation Plans and Change Management

- Implementation planning: timeline, resources, milestones
- Change management models (e.g., Kotter's 8 steps)
- Communication strategies for rollout
- Training needs analysis and upskilling staff
- Risk assessment and contingency planning
- Group activity: building a mock implementation plan

Day 11: Monitoring, Evaluation, and Continuous Improvement

- Measuring conflict resolution effectiveness: metrics and surveys
- Data collection methods: incident reports, satisfaction scores
- Continuous improvement cycle (Plan-Do-Check-Act)
- Conducting after-action reviews and debriefs
- Reporting to management and stakeholders
- Case study: evaluating a conflict resolution programme

Day 12: Integration, Assessment, and Certification Preparation

- Review of key concepts and models
- Personal conflict resolution action plan development
- Portfolio of evidence requirements for unit standard 117855
- Summative assessment: scenario-based case study and presentation
- Peer feedback and group discussion
- Course evaluation and certification guidance

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 117855) 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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