



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

Conduct Negotiations In Labour Mediation Training

Business, Commerce and Management Studies / Human Resources

Unit Standard 119939 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the skills and knowledge required to conduct negotiations effectively within the context of labour mediation. It covers negotiation strategies, communication techniques, and the legal framework governing labour disputes in South Africa. Participants will be able to facilitate constructive dialogue between parties to achieve mutually acceptable outcomes.

Category	Business, Commerce and Management Studies
Subfield	Human Resources
Unit Standard	119939
Accreditation	SAQA Accredited · NQF Level 5 · 6 Credits
Duration	3 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply negotiation principles and strategies within the labour mediation context.
- Analyze the interests and positions of parties to identify common ground and potential solutions.
- Evaluate the effectiveness of communication techniques used during mediation sessions.
- Demonstrate the ability to manage conflict and facilitate constructive dialogue.
- Implement ethical and legal considerations in accordance with South African labour legislation.

WHO SHOULD ATTEND

- This course is designed for labour relations practitioners, HR professionals, union representatives, and managers who are involved in dispute resolution and collective bargaining processes.

COURSE OUTLINE

Day 1: Foundations of Labour Mediation

- Overview of the Labour Relations Act (LRA) and CCMA
- Distinction between mediation, conciliation, and arbitration
- Interest-based vs. positional negotiation approaches
- The mediation process: opening, exploration, negotiation, and closure
- Mediator ethics, neutrality, and confidentiality
- Key communication skills: active listening, questioning, and reframing

Day 2: Negotiation Strategies and Techniques

- Negotiation preparation: BATNA, reservation point, and ZOPA
- Tactics for breaking deadlocks and building consensus
- Handling emotions, high conflict, and cultural differences
- Caucusing and shuttle diplomacy techniques
- Option generation and reality testing
- Writing clear and enforceable settlement agreements

Day 3: Practical Application and Integration

- Full mediation simulation (role-play with feedback)
- Dealing with complex scenarios: multiparty disputes, legal representation
- Evaluating mediation outcomes and debriefing techniques
- Integration of skills: communication, negotiation, and ethics
- Assessment preparation: portfolio of evidence and knowledge review
- Reflection and commitment to professional development

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 **6 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 18,800.00	R 18,800.00
1	In-House	R 24,500.00	R 24,500.00
1	On-Campus (Pretoria)	R 28,100.00	R 28,100.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	12 Aug 2026	On-Campus	Cape Town, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	13 Aug 2026	On-Campus	Dubai, UAE
12 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	19 Aug 2026	On-Campus	Durban, South Africa
17 Aug 2026	19 Aug 2026	On-Campus	Dubai, UAE

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 119939) 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@aaticd.co.za · www.aaticd.co.za