



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

Demonstrate Basic Interpersonal Skills With Persons In Trouble With The Law Training

Health Sciences and Social Services / Promotive Health and Developmental Services

Unit Standard 120285 · NQF Level 4 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips learners with the interpersonal skills required to effectively engage with individuals in conflict with the law, including suspects, offenders, and victims. It focuses on building rapport, active listening, and managing difficult conversations in a respectful and professional manner.

Category	Health Sciences and Social Services
Subfield	Promotive Health and Developmental Services
Unit Standard	120285
Accreditation	SAQA Accredited · NQF Level 4 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply active listening techniques to understand the perspectives of persons in trouble with the law.
- Demonstrate empathy and respect while maintaining professional boundaries during interactions.
- Analyze non-verbal communication cues to assess the emotional state of individuals.
- Implement strategies to de-escalate tense or confrontational situations.
- Evaluate the effectiveness of interpersonal communication in a correctional or legal context.
- Design communication approaches tailored to diverse cultural and socio-economic backgrounds.

WHO SHOULD ATTEND

- This course is ideal for correctional services officers, probation officers, social workers, legal professionals, and any individual who interacts with persons in trouble with the law as part of their duties.

COURSE OUTLINE

Day 1: Introduction to Interpersonal Skills and the Criminal Justice Context

- Overview of the course and unit standard outcomes.
- Defining interpersonal skills and their relevance.
- Introduction to the South African criminal justice system.
- The role of service providers and support workers.
- Understanding personal biases and values.
- Professional ethics and confidentiality.
- Self-assessment of current interpersonal abilities.

Day 2: Communication Fundamentals

- Elements of communication: sender, receiver, message, feedback.
- Non-verbal cues: body language, eye contact, tone of voice.
- Active listening skills: attending, reflecting, summarising.
- Open and closed questions.
- Cultural considerations in communication.
- Overcoming communication barriers (e.g., language, emotional state).
- Role-play exercises on basic communication.

Day 3: Building Rapport and Trust

- What is rapport and why it matters.
- Techniques for building rapport: mirroring, matching, pacing.
- Empathy vs sympathy: appropriate emotional engagement.
- Dealing with suspicion and hostility.
- Consistency and reliability as trust builders.
- Boundary setting: professional vs personal involvement.
- Case studies on successful rapport building.

Day 4: Understanding Offender Behaviour and Needs

- Theories of criminal behaviour: social, psychological, economic.
- Common characteristics of offenders: impulsivity, low self-esteem.
- Substance abuse and its role in offending.
- Trauma-informed care principles.
- Assessing needs: safety, health, education, employment.
- Stigma and its effects on rehabilitation.
- Group discussion on case scenarios.

Day 5: Conflict Resolution and De-escalation

- The conflict cycle: triggers, escalation, crisis, recovery.
- De-escalation techniques: calm voice, open posture, respectful language.
- Assertiveness vs aggressiveness.
- Negotiation and compromise skills.
- Safety planning in volatile situations.
- Role-play: managing a verbal confrontation.
- Debriefing after conflict.

Day 6: Motivational Interviewing and Encouraging Change

- Overview of motivational interviewing: spirit, principles, skills.
- Open-ended questions, affirmations, reflective listening, summaries (OARS).
- Recognising and responding to change talk.
- Rolling with resistance.
- Developing discrepancy between current behaviour and goals.
- Supporting self-efficacy.
- Practice sessions using MI scenarios.

Day 7: Supporting Rehabilitation and Reintegration

- The rehabilitation process: assessment, intervention, aftercare.
- Multi-disciplinary teamwork: roles of probation, social work, psychology.
- Goal setting with offenders: SMART goals.
- Referral pathways: housing, employment, counselling.
- Family involvement and restorative justice.
- Monitoring progress and providing feedback.
- Case study: successful reintegration plan.

Day 8: Self-Care and Managing Vicarious Trauma

- Understanding vicarious trauma and compassion fatigue.
- Warning signs: emotional exhaustion, cynicism, reduced empathy.
- Self-care practices: physical, emotional, social, spiritual.
- Setting boundaries at work.
- Utilising supervision and debriefing.
- Peer support networks.
- Creating a personal self-care plan.

Day 9: Integration, Assessment, and Action Planning

- Review of key concepts and skills from Days 1-8.
- Simulated interactions: role-play with feedback.
- Peer and self-assessment against unit standard criteria.
- Creating a professional development plan.
- Ethical dilemmas and decision-making.
- Course evaluation and reflection.
- Certification 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 **12 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 33,300.00	R 33,300.00
1	In-House	R 43,300.00	R 43,300.00
1	On-Campus (Pretoria)	R 50,000.00	R 50,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	20 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	24 Aug 2026	On-Campus	Abu Dhabi, UAE
13 Aug 2026	25 Aug 2026	On-Campus	Durban, South Africa
13 Aug 2026	25 Aug 2026	On-Campus	Mauritius
14 Aug 2026	26 Aug 2026	On-Campus	Cape Town, South Africa
17 Aug 2026	27 Aug 2026	On-Campus	Pretoria, South Africa
18 Aug 2026	28 Aug 2026	On-Campus	Abu Dhabi, 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 120285) 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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