



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

Ward Committee Communication and Conflict Management

Business, Commerce and Management Studies / Public Administration

Unit Standard 242891 · NQF Level 2 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips Ward Committee members with essential communication, interpersonal, and conflict management skills to effectively participate in committee functions and processes. Participants will learn to apply these principles to foster collaboration, resolve disputes, and enhance community engagement within the ward committee framework.

Category	Business, Commerce and Management Studies
Subfield	Public Administration
Unit Standard	242891
Accreditation	SAQA Accredited · NQF Level 2 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply effective communication principles to facilitate ward committee meetings and community interactions.
- Demonstrate interpersonal skills to build trust and cooperation among committee members and stakeholders.
- Analyze conflict situations within ward committees and apply appropriate conflict management strategies.
- Evaluate the impact of communication styles on group dynamics and decision-making processes.
- Implement techniques to manage diverse opinions and reach consensus in committee functions.

WHO SHOULD ATTEND

- This course is designed for elected and appointed Ward Committee members, community development workers, and municipal officials involved in ward-level governance and community liaison.

COURSE OUTLINE

Day 1: Introduction to Ward Committees and Communication

- Overview of local government and ward committees.
- Legal framework: Municipal Structures Act and relevant policies.
- Roles and responsibilities of ward committee members.
- Introduction to communication models and barriers.
- Verbal, non-verbal, and written communication basics.
- Active listening and feedback techniques.
- Setting communication protocols for committee meetings.
- Case study: Successful ward committee communication.

Day 2: Effective Communication Skills for Ward Committees

- Principles of effective verbal communication.
- Active listening exercises and role-plays.
- Non-verbal communication: gestures, posture, eye contact.
- Cultural and linguistic diversity in communication.
- Writing clear agendas, minutes, and reports.
- Using plain language for public communication.
- Communication in meetings: turn-taking and facilitation.
- Practical exercise: drafting a community notice.

Day 3: Conflict Management Fundamentals

- Nature and causes of conflict in community settings.
- Thomas-Kilmann conflict modes: competing, collaborating, etc.
- Steps in conflict resolution: identify, analyse, resolve.
- De-escalation techniques: calming language and empathy.
- Mediation basics: role of a neutral third party.
- Preventing conflict through clear roles and expectations.
- Case study: resolving a dispute over resource allocation.
- Role-play: managing a heated discussion.

Day 4: Advanced Conflict Resolution and Mediation

- Mediation process: opening, exploration, negotiation, closure.
- Techniques for building trust and rapport.
- Handling emotions: anger, frustration, defensiveness.
- Negotiation skills: interests vs. positions.
- Creating sustainable agreements with action steps.
- Role of the ward committee in community mediation.
- Practice session: mediating a land-use conflict.
- Ethical considerations in conflict resolution.

Day 5: Communication and Conflict in Meetings

- Meeting structures: agenda setting, time management.
- Facilitation skills: keeping focus, encouraging participation.
- Dealing with difficult behaviours: interruptions, aggression.
- Consensus-building vs. voting.
- Recording and disseminating decisions.

- Virtual meeting communication tools.
- Practical exercise: facilitating a mock meeting.
- Feedback and continuous improvement.

Day 6: Stakeholder Engagement and Public Communication

- Stakeholder mapping and analysis.
- Designing communication strategies for diverse audiences.
- Public meeting protocols: announcements, presentations.
- Handling challenging questions and criticism.
- Managing conflict during public consultations.
- Using social media and other channels for engagement.
- Case study: successful public participation process.
- Developing a stakeholder communication plan.

Day 7: Integration, Action Planning, and Assessment

- Recap of key concepts and skills.
- Personal action planning: goals, resources, timelines.
- Simulated ward committee meeting with conflict scenarios.
- Peer and facilitator feedback.
- Assessment of learning outcomes.
- Resources for further learning.
- Course evaluation and certification.
- Closing remarks and networking.

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 **10 NQF credits** at **NQF Level 2**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 28,200.00	R 28,200.00
1	In-House	R 36,700.00	R 36,700.00
1	On-Campus (Pretoria)	R 42,300.00	R 42,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
07 Aug 2026	17 Aug 2026	On-Campus	Pretoria, South Africa
07 Aug 2026	17 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	18 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	18 Aug 2026	On-Campus	Mauritius
11 Aug 2026	19 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Dubai, UAE
13 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa
14 Aug 2026	24 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 242891) 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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