



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

Workplace Relationship Building Strategies

Business, Commerce and Management Studies / Generic Management

Unit Standard 252027 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to devise and apply strategies for establishing and maintaining effective workplace relationships. Participants will explore communication techniques, conflict resolution methods, and relationship-building principles to foster a positive and productive work environment.

Category	Business, Commerce and Management Studies
Subfield	Generic Management
Unit Standard	252027
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 strategies to establish and maintain workplace relationships based on mutual respect and trust.
- Analyze interpersonal dynamics and communication styles to enhance collaboration.
- Evaluate conflict situations and implement appropriate resolution techniques.
- Design a personal relationship-building plan aligned with organizational goals.
- Demonstrate active listening and assertive communication skills in workplace interactions.
- Implement feedback mechanisms to sustain positive working relationships.

WHO SHOULD ATTEND

- This course is suitable for supervisors, team leaders, managers, and any employees who need to build and sustain professional relationships within their teams or across departments.

COURSE OUTLINE

Day 1: Foundations of Workplace Relationships

- Introduction to workplace relationship dynamics
- Core interpersonal skills: empathy, respect, and authenticity
- Communication styles: assertive, passive, aggressive
- Active listening and feedback techniques
- Emotional intelligence: self-awareness and self-regulation
- Building trust and credibility
- Overcoming common relationship barriers
- Establishing professional boundaries

Day 2: Conflict Resolution and Collaboration

- Types and causes of workplace conflict
- Conflict resolution models: Thomas-Kilmann, interest-based
- Negotiation and compromise techniques
- Collaborative communication for win-win outcomes
- Constructive feedback: SBI model (Situation-Behavior-Impact)
- Managing difficult conversations
- Building and sustaining team cohesion
- Role of diversity and inclusion in relationships

Day 3: Sustaining Positive Relationships and Strategic Application

- Strategies for ongoing relationship maintenance
- Networking and building professional alliances
- Mentoring and coaching for relationship growth
- Creating a supportive feedback culture
- Personal action planning: SMART goals
- Case studies: successful workplace relationship strategies
- Measuring relationship effectiveness
- Review and reflection: integrating key concepts

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	Pretoria, South Africa
10 Aug 2026	12 Aug 2026	On-Campus	Mauritius
11 Aug 2026	13 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	13 Aug 2026	On-Campus	Cape Town, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
12 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	19 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	19 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 252027) 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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