



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@aatikd.co.za · Website: www.aatikd.co.za

COURSE BROCHURE

Conflict Management Training

Custom Courses / Leadership and Management

Unit Standard AATICD-0270 · NQF Level 5 · 6 Credits · 3 Days

COURSE OVERVIEW

This course equips participants with the skills to manage and resolve workplace conflicts constructively. Learners will gain practical techniques for identifying conflict triggers, facilitating dialogue, and fostering collaborative solutions. By mastering these competencies, participants can transform conflict into an opportunity for growth and improved team dynamics.

Category	Custom Courses
Subfield	Leadership and Management
Unit Standard	AATICD-0270
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 conflict resolution models to analyze and address interpersonal disputes.
- Demonstrate effective communication techniques, including active listening and assertive messaging.
- Evaluate the root causes of conflict and differentiate between constructive and destructive conflict.
- Design a step-by-step plan to mediate a conflict between team members.
- Implement strategies to de-escalate tense situations and promote win-win outcomes.
- Analyze personal conflict-handling styles and adapt approaches to different scenarios.

WHO SHOULD ATTEND

- This course is ideal for managers, team leaders, supervisors, and any employees who wish to enhance their conflict resolution skills in a professional setting.

COURSE OUTLINE

Day 1: Foundations of Conflict

- What is conflict? Types and causes
- Conflict escalation model: from disagreement to crisis
- Self-assessment: personal conflict style (Thomas-Kilmann)
- Communication barriers and how to overcome them
- Active listening, paraphrasing, and open-ended questions
- The role of emotions in conflict
- Cultural considerations in conflict
- Introduction to the interest-based relational approach

Day 2: Conflict Resolution Strategies

- The five conflict-handling modes: competing, collaborating, compromising, avoiding, accommodating
- Step-by-step conflict resolution process
- Assertive communication: 'I' statements and non-verbal cues
- De-escalation techniques: calming emotions and reframing
- Mediation basics: roles of mediator, ground rules, caucusing
- Constructive feedback model: SBI (Situation-Behaviour-Impact)
- Practising difficult conversations through role-plays

Day 3: Managing Ongoing Conflict and Building a Positive Culture

- Conflict management frameworks: policy, procedure, and practice
- Building a conflict-resilient team: norms and agreements
- Coaching and mentoring others in conflict resolution
- Addressing systemic conflict: bullying, harassment, and grievances
- Creating a personal conflict resolution toolkit
- Case studies: real workplace scenarios
- Action planning: applying learning to own context

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
05 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	12 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	13 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	20 Aug 2026	On-Campus	Shenzhen, China
19 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
24 Aug 2026	26 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
26 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
31 Aug 2026	02 Sep 2026	On-Campus	London, UK

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 AATICD-0270) 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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