

# CONFLICT MANAGEMENT

## Turning tension into constructive conversations

US 114226 / NQF Level 5 / 8 Credits

***"The quality of our lives depends not on whether or not we have conflicts,  
but on how we respond to them." – Thomas Crum***

Conflict is inevitable, but how you handle it determines whether it strengthens relationships or creates division. Many people see conflict as something to avoid, or even suppress through rules, but when left unresolved, it simmers beneath the surface - disrupting collaboration, problem-solving and team co-ordination. Tension builds, misunderstandings deepen, and productivity suffers.

It is far more effective to address conflict with a commitment to resolution, transforming it into an opportunity to enhance relationships and align teams toward shared goals. This practical, skills-based course equips you to navigate conflict with confidence - both when you are directly involved and when supporting others. You will learn how to manage emotional responses, reframe perspectives, and apply proven resolution strategies to turn disagreements into constructive conversations that strengthen teamwork and drive better outcomes.

### **WHO SHOULD ATTEND**

- Anyone who wants to improve their ability to manage conflict effectively
- Supervisors, team leaders and managers responsible for workplace harmony
- HR professionals who support teams in resolving disputes
- Business owners and decision-makers looking to foster a healthy work environment

### **HOW YOU WILL BENEFIT**

- Develop confidence in managing conflict calmly, assertively and with empathy
- Strengthen interpersonal relationships by building mutual respect and understanding
- Identify potential conflict triggers and proactively defuse tense situations
- Recognise and challenge unhelpful assumptions and reactions to prevent escalation
- Support and guide others in resolving conflicts, using practical mediation techniques
- Turn conflict into an opportunity for constructive conversations and positive outcomes

Two-day course 08:30 - 16:00

Tel: (031) 267 1229

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## **WHAT WILL BE COVERED**

### **Understanding conflict: why it happens and how to work with it**

- Defining conflict and its common causes
- How conflicting needs and perspectives can lead to productive discussions
- Challenging assumptions, misunderstandings and automatic reactions
- Developing self-awareness and emotional management in conflict situations
- Recognising the positive aspects of conflict and how it drives innovation

### **Techniques to manage conflict**

- Identifying different reactions to conflict and their impact
- Managing emotions and triggers when facing conflict
- Applying transactional analysis theory to navigate difficult interactions
- Understanding the stages of conflict and how to respond effectively at each stage

### **Conflict management strategies**

- Different conflict resolution approaches and when to use them
- Mediation techniques to facilitate productive discussions between others
- The principles of effective mediation to encourage resolution
- Practical mediation exercises to apply what you have learned

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