CONFLICT RESOLUTION

Non-Credit Bearing

Turning conflict into opportunities for collaboration and growth

Conflict is inevitable - but how we handle it makes all the difference. Unresolved conflict can cost organisations valuable productivity time, disrupt collaboration, and create internal divisions that harm team morale. When left unmanaged, tension can escalate leading to stress, disengagement, and a breakdown in workplace relationships.

However, conflict isn't something to be feared or avoided entirely. In fact, when managed effectively, conflict can drive creativity, strengthen relationships, and lead to better decision-making. The goal of conflict resolution is not to eliminate conflict altogether (although these skills can help reduce it), but rather to ensure that when disagreements arise, they lead to constructive and positive outcomes.

This course will equip you with the tools to approach conflict with confidence, professionalism and empathy. You will explore practical techniques to improve communication, develop assertiveness, and resolve disputes effectively. By understanding conflict triggers and learning to manage emotional responses, you will be able to turn challenges into opportunities for collaboration and growth.

Through interactive exercises, you'll gain the skills to build stronger relationships and foster a culture of respect and understanding - ensuring that workplace conflict leads to positive results rather than disruption.

WHO SHOULD ATTEND

- Professionals seeking to improve workplace relationships and communication
- Team leaders and managers responsible for conflict resolution within their teams
- Employees looking to build confidence in handling challenging interactions
- Anyone who wants to develop emotional intelligence and assertiveness in professional settings

HOW YOU WILL BENEFIT

- Develop stronger interpersonal skills that foster open communication and trust
- Enhance your ability to listen actively and respond with empathy
- Recognise conflict triggers and take proactive steps to prevent escalation
- Communicate assertively and professionally, ensuring your perspective is heard without aggression
- Turn conflict into an opportunity for positive discussions and innovation
- Manage stress and emotions effectively to maintain professionalism in difficult situations

One-day course 08:30 -16:00
Tel: (031) 267 1229
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WHAT WILL BE COVERED

Developing effective interpersonal skills

- Understanding the role of interpersonal communication in conflict resolution
- Verbal communication tips for clarity and effectiveness
- The impact of non-verbal communication and the power of positive body language
- Active listening - essential principles of effective listening
- Cultivating empathy - guidelines for achieving a deeper understanding of others

Communicating assertively

- What is assertiveness, and why does it matter
- The difference between assertive, aggressive, and passive communication
- Developing an assertive communication style that fosters respect
- Finding the balance between confidence and consideration
- Understanding your assertive rights and using them effectively

Managing and resolving conflict

- Defining conflict and its role in workplace dynamics
- Understanding conflict to manage it effectively
- The "Fight or Flight" response and how to control confrontational reactions
- Six steps to managing conflict constructively
- Practical negotiation skills for achieving a win-win outcome

Managing yourself in conflict situations

- The role of emotional intelligence in conflict resolution
- The social cognitive learning approach to managing reactions
- Internal vs. external locus of control - taking responsibility for responses
- Self-efficacy perception and how it shapes conflict management
- Techniques for increasing self-efficacy and personal resilience

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