

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Improve
Communication

Course Name:
Dealing with Conflict
and Managing
Difficult
Conversations

COURSE DURATION: 1 Day

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg
2196

Gauteng

192 on Bram
192 Bram Fischer Drive
Ferndale, Randburg
Johannesburg
2160

Cape Town

1st floor, TBE, 3 Bridgeway,
Bridgeway Precinct,
Century City,
7411

Durban

9 Mountview Close
Broadlands
Mount Edgecombe
Durban
4302

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COURSE OVERVIEW

This course offers valuable insights into understanding and navigating the complex dynamics of conflict, equipping participants with practical communication strategies to handle challenging interactions confidently. By focusing on emotional intelligence, active listening, and collaborative problem-solving, participants will learn to approach conflicts constructively, fostering an environment of respect and understanding.

These skills are not only critical for resolving disputes but also pivotal in building strong, productive relationships.

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities
- Virtual instructor-led training
- Nationally on-site at the client

COURSE OBJECTIVES

This **practical one-day course** is essential for anyone looking to enhance their interpersonal skills, both professionally and personally. Participants will learn how to approach conflicts constructively, fostering an environment of respect and understanding.

COURSE OUTLINE

Module 1: Introduction to conflict management

- Understanding conflict - Definitions and dynamics
- Common sources and types of conflict
- The cost of unresolved conflict

Module 2: Communication skills for conflict resolution

- Principles of effective Communication
- Active listening and empathy in conversations
- Non-verbal communication and its impact

Module 3: Emotional intelligence in difficult conversations

- Recognising and managing your emotions
- The role of empathy in conflict resolution
- Self-awareness and self-regulation techniques

Module 4: Preparing for difficult conversations

- Assess the situation and set objectives
- Plan the conversation - Strategies and techniques
- Create a safe and productive environment

Module 5: Conducting difficult conversations

- Initiate the conversation
- Techniques for maintaining dialogue and managing conflict
- Lesson 3: Dealing with defensive or aggressive behaviours

Module 6: Negotiation and problem-solving

- Introduction to negotiation principles
- Strategies for collaborative problem-solving
- Achieve win-win outcomes

Module 7: Post-conflict management

- Debriefing and learning from conflict
- Rebuild trust and relationships
- Strategies for preventing future conflicts

Module 8: Course conclusion and personal development

- Integrate learning into practice
- Develop a personal action plan
- Resources for continued learning and development