

# 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

3rd Floor, Thomas Pattullo Building  
19 Jan Smuts St  
Cape Town  
8000

## 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