

Unleashing Your Potential

Course Outline

Conflict Management and Negotiation Skills 3 DAYS

This course is accredited by the Services Seta and the material covers unit standard 114226 at NQF level 5 with 8 credits.

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.



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Course Objectives

Welcome to the exciting world of conflict management and negotiations.

In the rapidly changing and global context we live in, conflict is a feature of our current reality. Conflict is a natural part of human interaction, arising in workplaces, communities, and personal relationships. When managed effectively, conflict can lead to growth, innovation, and stronger collaboration rather than division. This course on Conflict Management and Negotiation Skills is designed to equip participants with the knowledge and practical tools needed to handle disputes constructively and reach mutually beneficial outcomes. Private and public sector organisations, as well as NGOs find that they must be more equipped to deal with different types of conflict. Personal conflicts, inter-personal conflicts and structural conflicts all point to the need for more effective tools for lasting problem solving.

Conflict situations are common in the work situation. It is thus important for managers and supervisors to become familiar with the principles, processes, and techniques of conflict management.

Throughout the course, learners will explore the sources and types of conflict, as well as common responses to disagreement. Emphasis is placed on understanding different conflict styles, developing emotional intelligence, and improving communication skills such as active listening and assertiveness. Participants will also gain insight into the dynamics of power, interests, and perceptions that shape conflicts.

In addition, the course introduces key negotiation principles and strategies, including preparation, goal setting, bargaining techniques, and problem-solving approaches. Learners will practice how to navigate difficult conversations, build trust, manage emotions, and work toward win-win solutions.

By the end of the course, participants will be better prepared to manage conflicts confidently and negotiate effectively in both professional and personal settings, leading to stronger relationships and improved outcomes.



Course Outcomes

Upon completing this course, the participants should be able to:

- Recognise how our own attitudes and actions impact on others
- Describe the main sources of conflict
- Describe appropriate techniques to manage conflict
- Explain the appropriate techniques in inter-personal conflict management
- Describe the appropriate action plan and strategies to manage inter-group conflict
- Explain the attributes of an effective conflict manager
- Know the steps needed to resolve conflict
- Resolve conflicts more effectively
- Negotiations and other strategies to resolve conflict
- Engage in negotiations



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Module 1: Conflict Management in The Workplace

- What is conflict?
- Definitions of conflict
- The main sources of conflict
- Key questions to assist conflict analysis
- Conflict stages
- Sources of conflict in organisations



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Module 2: Communication Styles in Conflict Management

- The role of personality in conflict management
- Conflict due to transactional analysis
- Embracing conflict
- Attitudes towards conflict management
- Conflict management styles
- Competing, avoiding, accommodating and collaborating
- Finding win – win solutions
- Bad communication as a contributor to conflict
- Listening skills – speaking chair and listening chair
- Seek to understand rather than being understood
- Understanding & summarising the other's point of view
- Communication for conflict resolution
- Technique for the orderly resolution of conflict
- Conflict management tools to practice – interpersonal conflict



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Module 3: Conflict Management Concepts

- The role of power in conflict
- Different types of power
- Tools of conflict analysis
- Conflict management techniques to practice – inter group conflict
- Arm wrestling
- Perspectives & scenarios
- Differing perspectives as a cause of conflict
- Strategies for resolving conflict in the office
- Resolution of conflict
- The mediation process
- The role of policies and procedures in preventing or resolving disputes
- The role of the labour relations act in preventing or resolving disputes
- The dispute resolution process and timeframes in the labour relations act



Module 4: Prepare for Negotiations

- Preparing the negotiation process
- Types of negotiation
- The purpose of negotiation
- Negotiation strategies and processes
- Stages of negotiation
- Negotiation strategies
- Selecting a general negotiation approach
- Negotiation styles: a comparison
- Negotiation ranges – BATNA
- BATNA role play
- The four pillars of a negotiation
- Identify and inform stakeholders
- Obtain mandates



Module 5: Engage in Negotiations

- Conflict resolution & negotiation steps
- Behaviour and conduct during negotiations
- Communication process - confidence
- Conduct negotiations
- Negotiations role play
- Negotiation mistakes to avoid
- Use effective communication and interpersonal skills
- Guideline: steps for constructive feedback
- Closing the negotiations
- The negotiated agreement

