



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Conflict Management Skills

Overview

Conflict is a natural part of the workplace and, if managed well, can lead to growth, stronger relationships, and innovative solutions. The key lies not in avoiding conflict, but in recognising potential issues early and responding with the right strategies. This course equips delegates with practical tools to manage both constructive and destructive conflict effectively, ensuring positive outcomes for individuals and the organisation.

Objectives

On completion of this course, delegates will be able to:

- Recognise potential conflict situations before they escalate.
- Apply a variety of conflict-handling strategies and styles.
- Distinguish between constructive and destructive conflict and manage each effectively.
- Develop assertiveness in handling challenging people and situations.
- Strengthen emotional intelligence to respond calmly and professionally in conflict situations.
- Link conflict management with stress management to maintain workplace resilience.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by a skilled subject matter trainer, using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Practical Exercises
- Videos & Slide Presentations
- Games & Group Activities
- Written Questions and Feedback

Who should attend?

This course is designed for anyone needing practical strategies to handle conflict with colleagues, managers, customers, or suppliers, including:

- Team Members
- Supervisors & Managers
- Customer Service Staff
- Sales & Client-Facing Staff
- HR & Support Staff

Course Outline

This course consists of the following 5 modules

Module 1	Understanding Conflict • What is conflict? • Constructive vs destructive conflict • Role players and outcomes of conflict • Communication styles (passive, aggressive, assertive) • The communication process and feedback • Recognising early warning signs of conflict in behaviour
Module 2	Assertiveness & Positive Communication • What is assertiveness? • Steps to assertive communication • Positive attitude and positive thinking • Rights and responsibilities in conflict situations • The role of body language • Using assertiveness to set healthy boundaries
Module 3	Analysing & Resolving Conflict • Personality styles and conflict triggers • Defining and analysing conflict situations • Generating alternatives and negotiating solutions • Implementing and evaluating resolutions • Active listening skills • Coping with problem people and building trust • Leadership in conflict: guiding teams through challenges

Module 4	Conflict Management Styles • Competing, accommodating, avoiding, collaborating, compromising • When and how to use each style effectively • Managing disagreements constructively • Complaining effectively without escalation • Dealing with difficult customers • Learning to say “No” • Matching conflict styles to workplace scenarios
Module 5	Moving Forward Positively • Taking control in conflict situations • Self-reflection and checking personal qualities • Turning conflict into opportunities for improvement • Building collaboration and teamwork after conflict • Moving forward together as an organisation • Role-play scenarios to practise conflict resolution in real contexts

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire