

HUMAN SKILLS COURSE OVERVIEW

Course Category:
Improve Communication

Course Name:
Assertiveness and
Conflict
Management:
*From tension to
understanding*



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 is to equip participants with the skills and knowledge to handle conflicts constructively and communicate assertively, fostering a more harmonious and productive work environment.

COURSE OBJECTIVES

By the end of this course, you will be able to:

1. Understand the concepts and importance of assertiveness and conflict management.
2. Identify their personal conflict management style and its impact on their interactions.
3. Develop and practise assertive communication techniques.
4. Apply conflict resolution strategies to real-life situations.
5. Enhance their ability to manage and de-escalate conflicts in a professional setting.

COURSE OUTLINE

Module 1: Introduction to Assertiveness and Conflict Management

- Definitions and significance of assertiveness and conflict management
- The relationship between assertiveness and effective conflict resolution
- Common misconceptions about assertiveness and conflict

Module 2: Self-Assessment and Understanding Personal Styles

- Self-assessment tools to identify personal conflict management styles (e.g. Thomas-Kilmann Conflict Mode Instrument)
- Analysis of different conflict management styles: Avoiding, Accommodating, Competing, Compromising, and Collaborating
- Understanding personal triggers and responses in conflict situations

Module 3: Building Assertiveness Skills

- Characteristics of assertive behaviour vs. passive and aggressive behaviours
- Techniques for developing assertiveness: "I" statements, active listening, and setting boundaries
- Practicing assertiveness in various scenarios (role-playing exercises)

Module 4: Communication Skills for Conflict Management

- The role of effective communication in conflict resolution
- Techniques for active listening and empathetic communication
- Managing emotions and staying calm under pressure
- Giving and receiving constructive feedback

Module 5: Conflict Resolution Strategies

- The conflict resolution process: From identification to resolution
- Strategies for managing and resolving conflicts: Mediation, negotiation, and collaboration
- The importance of finding win-win solutions and maintaining relationships
- Practical exercises and case studies to apply conflict resolution techniques

Module 6: Managing Conflict in Teams and Organisations

- Dynamics of conflict in teams and larger organisations
- Strategies for fostering a culture of open communication and trust
- The role of leadership in conflict management
- Techniques for managing group conflicts and facilitating team problem-solving sessions

Module 7: Dealing with Difficult People and Situations

- Identifying and understanding difficult behaviours in the workplace
- Strategies for dealing with difficult people assertively
- Techniques for de-escalating tense situations and managing stress
- Real-life scenarios and role-playing exercises

Module 8: Action Planning and Skill Integration

- Developing a personal action plan to apply assertiveness and conflict management skills
- Setting realistic goals for continued growth and improvement
- Resources for further learning and development
- Group discussion and feedback session to reinforce learning and share experiences

DELIVERY METHOD

Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client