Strategic Conflict Resolution and Difficult Conversations Training Course



02 - 06 Nov 2026

Cape town

4600 € (Per Person)

Ref: #CW8497_292618

Course Introduction / Overview:

Navigating workplace disagreements and high-stakes conversations is a critical skill for professional success and organizational health. This intensive training course is designed to transform your approach to conflict, moving beyond mere management to strategic resolution. It provides a comprehensive toolkit for handling difficult conversations with confidence, empathy, and a focus on mutually beneficial outcomes. Drawing on foundational principles from experts like William Ury and Roger Fisher in their seminal work, "Getting to Yes," this program equips participants with practical frameworks and psychological insights. You will learn not just what to say, but how to create an environment of psychological safety where open dialogue can flourish. BIG BEN Training Center has developed this course to bridge the gap between theoretical knowledge and real-world application, ensuring you can de-escalate tension, deliver constructive feedback, and negotiate effectively in any professional context. This journey will empower you to turn potential disputes into opportunities for growth, stronger relationships, and improved collaboration.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Managers and Directors.
- Human Resources Professionals and Business Partners.
- Project Managers and Scrum Masters.
- Sales and Customer Service Professionals.
- Executives and Senior Leadership.
- Anyone seeking to improve their interpersonal communication and conflict management skills.

Target Sectors and Industries:

- Healthcare and Pharmaceutical.
- Information Technology and Telecommunications.
- Banking, Finance, and Insurance.
- Engineering and Construction.
- Retail and Customer Service.
- Governmental agencies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Human Resources and Talent Management.
- Operations and Production.
- Sales and Business Development.
- Customer Support and Client Relations.
- Project Management Office (PMO).
- Legal and Compliance.
- Executive Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze the root causes and dynamics of interpersonal and team-based conflict.
- Apply proven frameworks for structuring and navigating difficult conversations.
- Utilize active listening and assertive communication techniques to foster understanding.
- Master de-escalation strategies to manage emotionally charged situations effectively.
- Implement principled negotiation tactics to achieve win-win outcomes.
- Deliver and receive constructive feedback without provoking defensiveness.
- Mediate disputes between team members to restore collaboration.
- Develop a personal action plan for continuous improvement in conflict resolution.

Course Methodology:

This training course employs a dynamic and interactive learning methodology focused on practical application and skill development. At BIG BEN Training Center, we believe that mastering complex skills like conflict resolution requires more than passive listening. Therefore, the program is built around experiential learning principles, incorporating a rich blend of instructional techniques. Participants will engage in realistic role-playing scenarios, analyze real-world case studies, and participate in facilitated group discussions to explore diverse perspectives. Interactive workshops and practical exercises will provide a safe environment to practice new skills and receive constructive, personalized feedback from both the instructor and peers. The methodology emphasizes self-reflection and the development of a personal toolkit of strategies that can be immediately applied in the workplace. This hands-on, participant-centered approach ensures that learning is not only engaging but also deeply embedded, leading to lasting behavioral change and enhanced professional competence.

Course Agenda (Course Units):

Unit One Foundations of Conflict and Communication

- The nature and psychology of workplace conflict.
- Understanding different conflict styles using the Thomas-Kilmann model.
- The critical role of emotional intelligence in managing disagreements.
- Identifying personal triggers and managing emotional responses.
- Fundamentals of assertive versus aggressive communication.
- Barriers to effective communication and how to overcome them.
- Building a foundation of trust and psychological safety.

Unit Two Frameworks for Navigating Difficult Conversations

- Preparing mentally and strategically for a high-stakes conversation.
- The 'Crucial Conversations' framework for structuring dialogue.
- Mastering the art of active and empathetic listening.
- Using powerful, open-ended questions to uncover underlying interests.
- Techniques for starting a difficult conversation constructively.
- Maintaining a respectful and productive tone under pressure.
- Summarizing and confirming mutual understanding and agreements.

Unit Three Strategic Conflict Resolution Techniques

- Introduction to principled negotiation from "Getting to Yes".
- Separating the people from the problem to maintain relationships.
- Focusing on interests, not positions, to find common ground.
- Generating a variety of options for mutual gain.
- The importance of using objective criteria in decision-making.
- Understanding your BATNA (Best Alternative to a Negotiated Agreement).
- Basic mediation skills for facilitating resolution between others.

Unit Four Managing High-Stakes and Emotional Situations

- Techniques for de-escalating anger and intense emotions.
- Strategies for dealing with difficult personalities and behaviors.
- How to deliver constructive feedback that inspires change.
- Receiving critical feedback with professionalism and openness.
- Setting clear boundaries in professional interactions.
- Managing conflict in virtual and remote team environments.
- Crisis communication principles during a conflict.

Unit Five Application, Integration, and a Culture of Resolution

- Advanced role-playing scenarios covering complex workplace conflicts.
- Developing strategies for resolving team-level and group disputes.
- Addressing cross-cultural communication challenges in conflict.
- Building a personal action plan for ongoing skill development.
- Leading by example to foster a conflict-resilient organizational culture.
- Tools for providing peer-to-peer conflict resolution coaching.
- Final course review and consolidating key learning points.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Considering that conflict often arises from perceived threats to one's identity or values, how can a leader effectively separate the person from the problem without invalidating their deeply held beliefs?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond surface-level communication tips to explore the deep psychological underpinnings of conflict and conversation dynamics. While many programs focus solely on prescriptive models, our curriculum integrates principles of emotional intelligence, neuroscience, and organizational psychology to provide a holistic understanding of why conflicts escalate and how conversations break down. We emphasize the crucial skill of creating psychological safety, a prerequisite for any truly open and honest dialogue. Rather than just teaching negotiation tactics aimed at "winning," our focus is on principled negotiation and interest-based resolution, fostering long-term, sustainable relationships and collaborative outcomes. The learning experience is heavily weighted towards practical application, with a significant portion of the course dedicated to customized, high-fidelity simulations and role-playing that mirror the specific challenges participants face in their professional roles. This ensures that skills are not just learned, but mastered and ready for immediate deployment in the most demanding situations.