Strategic Conflict Resolution and Negotiation for HR Training Course



09 - 13 Nov 2026

Cape town

4600 € (Per Person)

Ref: #HR2979_260867

Course Introduction / Overview:

Workplace conflict is an inevitable reality, but unresolved disputes can lead to decreased productivity, low morale, and increased employee turnover, costing organizations significantly. This course transforms conflict from a disruptive force into an opportunity for growth and stronger workplace relationships. It provides a comprehensive framework for Human Resources professionals and managers to navigate and resolve workplace disputes with confidence and skill. Drawing on established theories such as the principled negotiation framework developed by William Ury in his seminal work, "Getting to Yes," this program moves beyond basic tactics. Participants will learn to diagnose the root causes of conflict, apply sophisticated communication and de-escalation techniques, and master negotiation strategies that foster win-win outcomes. BIG BEN Training Center has designed this immersive experience to equip you with the practical tools and strategic mindset needed to manage difficult conversations, mediate disputes effectively, and build a more resilient and collaborative organizational culture. This is not just about managing problems; it is about cultivating a proactive approach to employee relations and organizational health.

Target Audience / This training course is suitable for:

- Human Resources Managers and Directors.
- HR Business Partners.
- Employee Relations Specialists.
- Talent Management Professionals.
- Line Managers and Supervisors.
- Team Leaders and Department Heads.
- Organizational Development Consultants.
- Anyone responsible for managing personnel and workplace disputes.

Target Sectors and Industries:

- Corporate and Private Sector.
- Public Sector and Government Agencies.
- Healthcare and Social Services.
- Educational Institutions.
- Non-Profit and Non-Governmental Organizations.
- Technology and Information Technology.
- Manufacturing and Industrial Sectors.
- Financial Services and Banking.

Target Organizations Departments:

- Human Resources.
- Employee Relations.
- Legal and Compliance.
- Operations Management.
- Training and Development.
- Senior and Executive Management.
- Any department with line management responsibilities.

Course Offerings:

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

- Analyze the root causes and dynamics of workplace conflict.
- Identify and adapt different conflict management styles for various situations.
- Apply active listening and advanced communication skills to de-escalate tension.
- Master principled negotiation techniques to achieve mutually beneficial agreements.
- Structure and facilitate formal and informal mediation sessions effectively.
- Manage emotionally charged conversations with professionalism and empathy.
- Develop strategies for handling grievances and formal complaints.
- Design and implement policies that promote a positive conflict resolution culture.
- Utilize emotional intelligence to build rapport and trust during negotiations.
- Transform disputes into opportunities for team and organizational improvement.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum skill acquisition and practical application. This course adopts an experiential learning model, moving beyond theoretical lectures to immerse participants in real-world scenarios. The program is built on a foundation of interactive workshops, dynamic group discussions, and collaborative problem-solving exercises. A significant portion of the training is dedicated to role-playing simulations that mirror actual workplace conflicts, allowing participants to practice negotiation, mediation, and de-escalation techniques in a safe and constructive environment. These sessions are followed by detailed debriefs and personalized feedback from the instructor and peers. We will analyze complex case studies drawn from various industries to dissect successful and unsuccessful conflict resolution strategies. This hands-on, participant-centered approach ensures that attendees do not just learn the theory but also build the confidence and competence to apply these critical skills effectively in their professional roles immediately upon returning to the workplace.

Course Agenda (Course Units):

Unit One: Foundations of Workplace Conflict and Resolution

- Understanding the nature and sources of workplace conflict.
- The conflict cycle and its stages of escalation.
- Differentiating between constructive and destructive conflict.
- The Thomas-Kilmann Conflict Mode Instrument (TKI).
- Assessing your personal conflict management style.
- The role of HR in managing and mitigating organizational conflict.
- Legal and ethical considerations in dispute resolution.

Unit Two: Advanced Communication for Conflict De-escalation

- The art of active and empathetic listening.
- Decoding non-verbal cues and body language.
- Using neutral language to frame issues objectively.
- Techniques for asking powerful, clarifying questions.
- Managing high-emotion situations and difficult personalities.
- Applying emotional intelligence (EQ) to build rapport.
- Strategies for giving and receiving constructive feedback.

Unit Three: The Principles of Effective Negotiation

- Distributive vs. integrative (win-lose vs. win-win) negotiation.
- Preparing for a negotiation: research, goals, and strategy.
- Understanding the concept of BATNA (Best Alternative to a Negotiated Agreement).
- The principled negotiation framework: people, interests, options, criteria.
- Techniques for generating creative solutions and mutual gains.
- Overcoming negotiation deadlocks and dirty tricks.
- Documenting agreements and ensuring commitment.

Unit Four: Mediation and Facilitated Dialogue

- The role and responsibilities of a neutral third-party mediator.
- The structured mediation process from opening to closing.
- Establishing ground rules and creating a safe environment.
- Facilitating productive dialogue between disputing parties.
- Guiding parties toward a self-determined resolution.
- Shuttle diplomacy and caucus techniques.
- Crafting durable and practical settlement agreements.

Unit Five: Application, Strategy, and Cultural Integration

- Managing formal grievance and disciplinary procedures.
- Introduction to restorative justice practices in the workplace.
- Developing a conflict management system for your organization.
- Training managers and staff in basic conflict resolution skills.
- Measuring the impact of effective conflict management.
- Creating a psychologically safe and conflict-positive culture.
- Capstone simulation: a complex multi-party workplace conflict resolution.

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:

Beyond resolving disputes, how can HR professionals proactively transform conflict into a catalyst for organizational growth and innovation?

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

This course distinguishes itself by adopting a holistic and strategic perspective on workplace conflict, viewing it not merely as a problem to be solved but as a potential driver for positive change. Unlike programs that focus solely on tactical responses, we delve into the underlying psychological and systemic causes of disputes, equipping participants to build a fundamentally healthier organizational culture. The curriculum uniquely integrates the robust framework of principled negotiation with deep insights into emotional intelligence, ensuring that participants can manage both the procedural and the human elements of any conflict. Our emphasis on intensive, realistic simulations provides a practical bridge between theory and real-world application, a feature often minimized in other courses. Rather than just teaching a set of techniques, this training cultivates a strategic mindset, empowering HR professionals to move from a reactive firefighter to a proactive architect of a resilient, collaborative, and high-performing workplace where disagreements are handled constructively and lead to stronger outcomes.