Strategic Employee Relations and Conflict Resolution Training Course



28 Dec 2026 - 01 Jan 2027

Cape town

4600 € (Per Person)

Ref: #HR8296_289320

Course Introduction / Overview:

This comprehensive training course is designed to equip professionals with the essential skills and strategic insights needed to manage employee relations and resolve workplace conflicts effectively. In today's dynamic organizational landscape, fostering a positive and productive work environment is paramount to success, and this begins with a robust employee relations framework. The program delves into the core principles of building trust, enhancing communication, and navigating the complexities of human interaction in the workplace. Drawing on established theories and contemporary best practices, participants will explore proactive strategies for conflict prevention and master techniques for de-escalation and mediation. We will reference the influential work of William Ury, co-author of "Getting to Yes," to understand interest-based negotiation as a cornerstone of resolving disputes constructively. This course, offered by BIG BEN Training Center, moves beyond mere procedural compliance, focusing instead on cultivating a culture of mutual respect and psychological safety. Participants will learn to handle sensitive issues such as grievance procedures, disciplinary actions, and performance management with confidence and fairness, ensuring both legal adherence and the preservation of valuable employee relationships. The curriculum is structured to provide a holistic understanding, from foundational legal concepts to advanced communication and negotiation tactics, making it an indispensable asset for any leader or HR professional.

Target Audience / This training course is suitable for:

- Human Resources Managers and Professionals.
- Department Heads, Managers, and Supervisors.
- Team Leaders and Project Managers.
- Employee Relations Specialists.
- Union Representatives and Officials.
- Business Owners and Senior Executives.
- Legal and Compliance Officers.
- Organizational Development Consultants.

Target Sectors and Industries:

- Corporate and Commercial Sectors.
- Manufacturing and Industrial Operations.
- Information Technology and Telecommunications.
- Healthcare and Pharmaceutical Industries.
- Banking and Financial Services.
- Retail and Hospitality sectors.
- Governmental bodies and public sector organizations.
- Non-profit and educational institutions.

Target Organizations Departments:

- Human Resources Department.
- Legal and Compliance Department.
- Operations Management.
- Departmental and Line Management.
- Employee and Labor Relations Department.
- Training and Development Department.
- Executive Management.

Course Offerings:

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

- Develop proactive strategies to foster positive employee relations and a healthy workplace culture.
- Master advanced conflict resolution, mediation, and negotiation techniques.
- Navigate complex disciplinary and grievance procedures with confidence and legal compliance.
- Conduct effective workplace investigations into employee complaints and misconduct.
- Enhance communication skills for managing difficult conversations and delivering constructive feedback.
- Understand the legal framework governing employee relations to mitigate organizational risk.
- Implement strategies to improve employee engagement, morale, and retention.
- Create and apply fair and consistent HR policies and procedures.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and participant-centered, ensuring a deep and lasting learning experience. We move beyond traditional lecture-based formats to create an immersive environment where skills are actively developed, not just passively learned. The course heavily utilizes case studies based on real-world workplace scenarios, allowing participants to analyze complex employee relations issues and formulate strategic solutions in a controlled setting. A significant portion of the training is dedicated to role-playing exercises, where participants can practice managing difficult conversations, conducting mediation sessions, and handling disciplinary meetings. These simulations provide a safe space to apply new techniques and receive immediate, constructive feedback from the instructor and peers. Group discussions and collaborative problem-solving activities are integrated throughout the five days to encourage the sharing of diverse perspectives and experiences. This collaborative approach is complemented by expert-led presentations on key legal frameworks, psychological principles, and industry best practices. Our focus is on practical application, ensuring that every participant leaves with a toolkit of tangible skills and strategies they can implement immediately to improve employee relations and resolve conflict within their organization.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Employee Relations

- The strategic importance of employee relations in organizational success.
- Understanding the psychological contract between employer and employee.
- Key legal frameworks governing the employment relationship.
- The role of HR, managers, and leadership in fostering a positive environment.
- Differentiating between employee relations, engagement, and experience.
- Identifying early warning signs of deteriorating employee relations.
- Developing a proactive employee relations strategy and policy.

Unit Two: Proactive Conflict Prevention and Management

- Understanding the root causes and types of workplace conflict.
- The Thomas-Kilmann Conflict Mode Instrument (TKI) analysis.
- Developing emotional intelligence for effective communication.
- Techniques for active listening and empathetic engagement.
- Strategies for preventing misunderstandings and disputes.
- Building a culture of open feedback and psychological safety.
- Early intervention strategies for de-escalating potential conflicts.

Unit Three: Mastering Conflict Resolution and Mediation

- Principles of negotiation and interest-based bargaining from "Getting to Yes".
- The structured mediation process from preparation to agreement.
- Facilitating difficult conversations between conflicting parties.
- Techniques for managing high-emotion situations and aggressive behavior.
- The role of neutrality and impartiality in conflict resolution.
- Crafting durable and mutually acceptable resolutions.
- Practical role-playing in mediation and negotiation scenarios.

Unit Four: Navigating Disciplinary and Grievance Procedures

- Best practices for conducting fair and thorough workplace investigations.
- The principles of natural justice and procedural fairness.
- Developing and implementing effective disciplinary policies.
- Managing the formal grievance handling process from start to finish.
- Proper documentation and record-keeping for legal protection.
- Conducting disciplinary hearings and appeals.
- Understanding concepts like constructive dismissal and unfair termination.

Unit Five: Cultivating a High-Performance and Positive Culture

- The link between positive employee relations and high performance.
- Strategies for building trust and respect across all organizational levels.
- Implementing effective performance management and feedback systems.
- The role of employee voice and advocacy programs.
- Managing change effectively to minimize negative impact on morale.
- Restorative practices in the workplace after a conflict.
- Measuring and continuously improving the employee relations climate.

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:

To what extent can formal conflict resolution processes substitute for a genuinely positive and trust-based organizational culture?

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

This training course distinguishes itself by adopting a deeply strategic and proactive approach, rather than a purely reactive and procedural one. While many programs focus solely on the mechanics of handling disputes after they arise, our curriculum dedicates significant time to building the cultural and communicative foundations that prevent conflict in the first place. We integrate principles of organizational psychology and emotional intelligence with the rigors of legal compliance, providing a holistic framework for managing the human element of the workplace. The course moves beyond theoretical knowledge by emphasizing skill acquisition through intensive, practical application. Participants engage in realistic role-playing and complex case study analysis that mirror the challenges they face in their roles, ensuring they leave with confidence in their ability to manage difficult conversations, mediate disputes, and conduct fair investigations. Furthermore, the content is forward-looking, addressing contemporary issues like psychological safety and restorative justice, equipping leaders and HR professionals not just to solve today's problems, but to build a more resilient, positive, and high-performing organization for the future. The focus is on fostering genuine understanding and sustainable resolutions, not just temporary fixes.