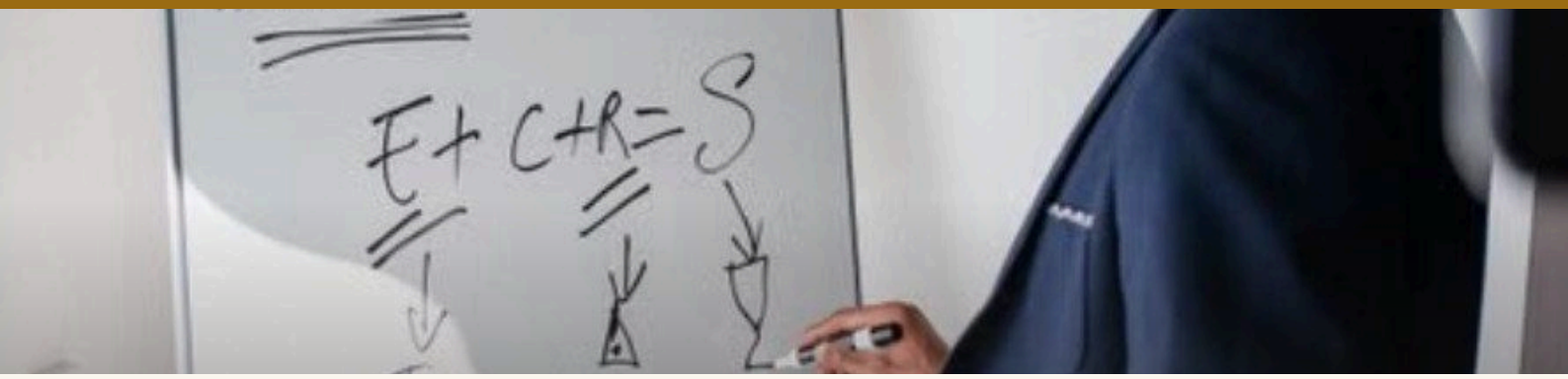


SEYA CAPITAL
INSIGHT.STRATEGY.GROWTH

ORGANISATIONAL DEVELOPMENT

Conflict Resolution and Management

Strategies for Effective Communication, Negotiation, and Collaboration

SECTOR	FORMATS	FEE FROM	2027 SESSIONS
Organisational Development	5 days & 2 weeks	US$ 2,100	3

OVERVIEW

About this course

Conflict is a natural feature of any organisation — between colleagues, departments, clients or partners — and left unmanaged it drains productivity, damages relationships and undermines trust. Handled well, however, conflict can surface important issues, strengthen working relationships and lead to better decisions. The difference lies in whether people and organisations have the communication, negotiation and collaboration skills needed to resolve disagreements constructively rather than let them fester or escalate.

This Seya Capital course equips delegates with practical strategies for resolving and managing conflict — covering the sources and dynamics of conflict, effective communication techniques, negotiation skills, collaborative problem-solving, and how to build a workplace culture that manages conflict constructively.

2027 SCHEDULE

Dates, venues & fees

DATES	VENUE	FORMAT	FEE PER DELEGATE
25 – 29 Jan 2027	Port Elizabeth, South Africa	5 days	**US$ 2,650**
1 – 12 Feb 2027	Nairobi, Kenya	2 weeks	**US$ 3,780**
8 – 12 Feb 2027	Nairobi, Kenya	5 days	**US$ 2,100**

Fees exclude travel and accommodation. This course is also available in-house, on dates and at a venue of your choice.

OBJECTIVES

By the end of the course

Participants will be able to:

- Understand the sources, types and dynamics of workplace conflict
- Apply effective communication techniques to de-escalate disagreements
- Use negotiation skills to reach mutually acceptable outcomes
- Facilitate collaborative problem-solving between conflicting parties
- Manage difficult conversations and emotionally charged situations
- Build a workplace culture that addresses conflict constructively

WHO SHOULD ATTEND

Designed for

This Seya Capital course is suitable for a wide range of professionals, including:

Managers and team leaders at all levels

Human resources and employee relations professionals

Customer service and client relationship managers

Project managers coordinating across teams and stakeholders

Any professional seeking stronger conflict resolution and negotiation skills

PROGRAMME

Course outline

Day One: Understanding Conflict in the Workplace

- Sources and types of workplace conflict
- The conflict escalation cycle and its warning signs
- Understanding different conflict-handling styles
- The costs of unresolved conflict and the benefits of constructive conflict
- Self-assessment: identifying your own conflict-handling style

Day Two: Effective Communication for Conflict Resolution

- Active listening and empathetic communication techniques
- Managing emotions and reactions during disagreements
- Assertive communication without aggression
- Reframing and de-escalating heated conversations
- Practical exercise: role play of a difficult conversation

Day Three: Negotiation Skills for Resolving Disputes

- Principles of interest-based versus positional negotiation
- Preparing for a negotiation: interests, options and alternatives
- Techniques for finding mutually acceptable solutions
- Handling difficult or unco-operative counterparts
- Practical exercise: negotiation simulation

Day Four: Collaborative Problem-Solving and Mediation

- Facilitating collaborative problem-solving between parties
- Basic mediation skills for managers and team leaders
- Managing conflict within teams and cross-functional groups
- Knowing when and how to escalate a conflict formally
- Practical exercise: facilitating a team conflict resolution session

Day Five: Building a Conflict-Resilient Workplace Culture

- Designing organisational processes for managing conflict early
- Training and equipping teams to resolve their own disputes
- Leadership's role in modelling constructive conflict management
- Sustaining a collaborative, low-conflict workplace culture
- Course summary, key takeaways and action planning

METHODOLOGY

How you will learn

This Seya Capital course combines structured presentations with role play, negotiation simulations and group discussion. Delegates work through real conflict scenarios drawn from the workplace, building practical skills in communication, negotiation and collaboration they can apply immediately.

IMPACT

The return on learning

For your organisation

- Reduced disruption and productivity loss from unresolved conflict
- Stronger working relationships across teams and departments
- Improved decision-making through constructive disagreement
- A more collaborative, psychologically safe workplace culture
- Reduced escalation of disputes into formal grievances or litigation

For you

- A clear working knowledge of conflict dynamics and resolution approaches
- Improved communication skills for managing disagreements
- Practical negotiation skills for reaching win-win outcomes
- Greater confidence in facilitating difficult conversations
- Enhanced ability to collaborate effectively across differences

CERTIFICATION

Seya Capital certificate

On successful completion of this Seya Capital training course, delegates will be awarded a Seya Capital Certificate of Completion.

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Register or enquire

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