



HUMAN RESOURCES TRAINING

Conflict Mediation: Inspiring Positive Outcomes

3 day course

Classroom, online or in-house

Course overview

Most workplace conflict is not resolved by policy. It is resolved, or left to fester, by whoever sits in the room with the two people involved. This course builds the practical skill of mediating a dispute between colleagues before it reaches a grievance, a resignation or a tribunal. Delegates learn to run a structured mediation from opening statement through to written agreement, to separate positions from interests, to manage the moment where somebody walks out or breaks down, and to recognise the cases that must go to a formal process instead. The programme is built on role play with realistic disputes, and delegates practise as mediator, as party and as observer.

What you will learn

- Recognise the common sources of workplace conflict and the point at which informal resolution is still possible
- Run a structured mediation from opening statement through to a written agreement
- Separate stated positions from underlying interests and surface what each party actually needs
- Use questioning, reframing and summarising to move a stuck conversation forward
- Manage strong emotion, walkouts and power imbalance without losing control of the process
- Identify the cases that must be escalated to a formal grievance or disciplinary process
- Record an outcome in terms both parties can be held to

Who should attend

- Human resources business partners and employee relations specialists
- Line managers and supervisors handling disputes in their teams
- Union representatives and workplace forum members
- Internal mediators and grievance chairs
- Anyone expected to resolve interpersonal conflict at work

Course outline

- 01 Why workplace conflict escalates and where informal resolution still works
- 02 The mediator's role: impartiality, confidentiality and the limits of the mandate
- 03 The structure of a mediation, from opening statements to joint problem solving
- 04 Positions, interests and needs: getting past what each party says they want
- 05 Core skills: active listening, reframing, summarising and testing reality
- 06 Managing anger, tears, silence and the party who threatens to leave
- 07 Power imbalance, and when mediation is the wrong instrument
- 08 Drafting an agreement that holds, and following it up
- 09 Knowing when to stop and refer to a formal process

Upcoming dates

Dates	Venue	Format	Fee per delegate
5 to 7 September 2026	Mbabane, Eswatini	Classroom	R11,995
17 to 19 September 2026	Cape Town, South Africa	Classroom	R11,995
28 to 30 October 2026	Victoria Falls, Zimbabwe	Classroom	R11,995
24 to 26 November 2026	London, United Kingdom	Classroom	R11,995



Fees and how to register

Online **from R6,500** per delegate, classroom **from R11,995** per delegate, in-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afri-science.co.za, or WhatsApp us on **+27 63 479 1136**.

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