



## LEADERSHIP AND MANAGEMENT DEVELOPMENT

# Managing Conflicts and Difficult Situations

3 day course

Classroom, online or in-house

## Course overview

For managers who have to handle the situations most people avoid. Delegates work through the conversation nobody wants to have, disagreement between team members, a complaint about a colleague, behaviour that is not quite a disciplinary matter but cannot continue, and the person who becomes aggressive when challenged. The course covers preparation, structure and language for each, and the judgement of when to handle something informally and when the informal route has run out. Delegates practise on realistic scenarios and receive direct feedback on how they come across, which is usually the most useful part.

## What you will learn

- Prepare and structure a conversation you would rather avoid
- Address behaviour that is not yet a disciplinary matter
- Handle disagreement between team members without taking sides prematurely
- Respond to aggression or emotional escalation safely
- Judge when the informal route has run out
- Choose language that addresses behaviour rather than character
- Follow up so a resolved situation stays resolved

## Who should attend

- Managers, supervisors and team leaders
- Human resources practitioners
- Project managers
- Customer facing staff handling escalation
- Anyone required to address behaviour at work

## Course outline

- 01 The situations managers avoid, and the cost of avoiding them
- 02 Preparing for a difficult conversation
- 03 Structure and language: behaviour rather than character
- 04 Disagreement between team members
- 05 Handling a complaint about a colleague
- 06 Aggression, escalation and personal safety
- 07 When the informal route has run out
- 08 Follow up and making resolution stick

## Upcoming dates

| Dates                   | Venue                | Format    | Fee per delegate |
|-------------------------|----------------------|-----------|------------------|
| 7 to 9 September 2026   | Gaborone, Botswana   | Classroom | R11,995          |
| 17 to 19 September 2026 | Victoria, Seychelles | Classroom | R11,995          |
| 21 to 23 September 2026 | Nairobi, Kenya       | 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](http://www.afrisciencegroup.com), email [info@afriscience.co.za](mailto:info@afriscience.co.za), or WhatsApp us on **+27 63 479 1136**.

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