



HUMAN RESOURCES TRAINING

Managing Workplace Conflict and Difficult Behaviour

3 day course

Classroom, online or in-house

Course overview

Managers avoid conflict for a rational reason: the first conversation is unpleasant and the consequences of avoiding it arrive later, to somebody else. This course shortens that delay. Delegates work through what conflict actually is and the difference between a disagreement worth having and behaviour that must stop. Reading escalation, and the point past which people stop hearing each other, follows. The direct conversation is practised: opening it, describing behaviour rather than character, and staying in it when the other person reacts badly. Mediating between two team members is covered, including refusing to become the message carrier. Persistently difficult behaviour is addressed, including passive resistance and the person everybody works around. The manager's own contribution to a conflict is examined. The course closes on rebuilding a working relationship and on recognising when the matter must move to a formal process.

What you will learn

- Distinguish a disagreement worth having from behaviour that must stop
- Read escalation and act before people stop hearing each other
- Open a direct conversation and describe behaviour, not character
- Stay in the conversation when the other person reacts badly
- Mediate between team members without carrying messages
- Address passive resistance and persistently difficult behaviour
- Examine your own contribution and know when to escalate formally

Who should attend

- HR business partners and generalists
- Line managers and team supervisors
- Employee relations officers
- Occupational health and wellness practitioners
- Union liaison and staff representatives

Course outline

- 01 Avoidance moves the cost, not the problem
- 02 Disagreement against unacceptable behaviour
- 03 Reading escalation
- 04 Opening the direct conversation
- 05 Behaviour rather than character
- 06 Holding the conversation under reaction
- 07 Mediating between team members
- 08 Passive resistance, your own part and formal escalation

Upcoming dates



Dates	Venue	Format	Fee per delegate
16 to 18 December 2026	Dar es Salaam, Tanzania	Classroom	USD 995
1 to 3 February 2027	Maputo, Mozambique	Classroom	USD 995
22 to 24 February 2027	Kigali, Rwanda	Classroom	USD 995
17 to 19 March 2027	Online	Online	R6,500

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. 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@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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