

Workplace Conflict Management



TYPE: Short Learning Programme **MODE:** Online **PRICE:** R500

Course Description

The Managing Workplace Conflict course is designed to equip entry-level employees with foundational knowledge and practical strategies to handle conflict and stress in the workplace in a constructive and professional manner.

Workplace environments often involve diverse personalities, high demands, and changing expectations, which can lead to conflict and stress if not managed effectively. This course focuses on developing interpersonal, communication, and self-management skills that support emotional resilience, positive workplace relationships, and effective teamwork.

Learners will gain practical tools to manage challenging situations, reduce stress, and contribute to a cooperative and respectful work environment.

What You Will Learn

By completing this course, learners will be able to:

- Identify common sources and types of workplace conflict and stress
- Explain the effects of unmanaged conflict and stress on individuals, teams, and organisational performance
- Apply basic conflict de-escalation techniques in a respectful and professional manner
- Demonstrate effective communication and active listening skills during difficult interactions
- Use practical stress management techniques to improve personal well-being and resilience
- Recognise when and how to seek support from supervisors, Human Resources, or employee wellness programmes
- Promote positive behaviour, teamwork, and mutual respect in the workplace

Course Content

- Introduction to workplace conflict and stress
- Common causes and types of conflict
- Understanding workplace stress and its impact
- Communication and active listening skills
- Conflict de-escalation techniques
- Stress management and self-care strategies
- Seeking support and using workplace resources
- Building positive working relationships and teamwork

Who Should Enrol

- Entry-level employees
- New hires and workplace induction participants
- Interns and learnership participants
- Employees seeking to improve communication and stress management skills
- Anyone looking to build positive workplace relationships
- No prior training or experience is required.

Course Completion

To complete this course, learners must participate in all learning activities and complete the short assessment. Upon completion, learners will receive a Certificate of Completion and Badge.

Contact Us