

# HUMAN SKILLS COURSE OVERVIEW

**Course Category:**  
Improve Communication

**Course Name:**  
Critical Conversations  
and Conflict  
Resolution:

*Master the art of  
difficult dialogues*



**COURSE DURATION: 1 Day**

## Gauteng

3rd Floor, 34 Whiteley Road,  
Melrose Arch  
Johannesburg  
2196

## Gauteng

192 on Bram  
192 Bram Fischer Drive  
Ferndale, Randburg  
Johannesburg  
2160

## Cape Town

1st floor, TBE, 3 Bridgeway,  
Bridgeway Precinct,  
Century City,  
7411

## Durban

9 Mountview Close  
Broadlands  
Mount Edgecombe  
Durban  
4302

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## COURSE OVERVIEW

This course is designed to empower participants with the skills needed to effectively manage crucial conversations and navigate conflicts in the workplace.

## COURSE OBJECTIVES

**By the end of this course, you will be able to:**

1. Develop the ability to communicate clearly and effectively in high-stakes situations.
2. Learn and apply various techniques for resolving conflicts in a constructive manner.
3. Increase awareness of emotional responses and learn how to manage emotions during crucial conversations.
4. Foster a deeper understanding of different perspectives and build trust in professional relationships.
5. Improve active listening skills and provide constructive feedback.
6. Enhance problem-solving abilities in the context of conflict resolution.

## COURSE OUTLINE

### Module 1: Understanding Crucial Conversations

- Define crucial conversations
- Identify when and why they occur
- Recognise the impact of avoiding crucial conversations

### Module 2: Essentials of Effective Communication

- Principles of clear and assertive communication
- The role of body language and non-verbal cues
- Techniques for staying focused on the issue

### Module 3: Emotional Intelligence in Conversations

- Understand your emotional triggers
- Techniques for self-regulation
- Empathy: Understanding the other person's perspectives

### Module 4: Active Listening and Constructive Feedback

- Fundamentals of active listening
- Strategies for providing and receiving feedback
- How to avoid defensive reactions

### Module 5: Conflict Resolution Strategies

- Identify different conflict styles
- Techniques for de-escalating conflict
- Finding win-win solutions

### Module 6: Building Trust and Repairing Relationships

- Strategies for building trust in relationships
- Steps for repairing relationships after a conflict has occurred
- Maintain positive interactions

### Module 7: How to Express Yourself and Avoid People Becoming Defensive

- How to express your needs and opinions clearly and respectfully
- Language patterns that allow for honesty but reduce defensiveness
- Use the ledge technique to maintain composure
- How to set boundaries so you can achieve what is expected of you

### Module 8: Navigating Difficult Conversations in Specific Contexts

- Handling conversations around performance issues
- Dealing with sensitive topics (e.g., Cultural differences, personal values, DEI)
- Negotiating and influencing in critical Conversations

## DELIVERY METHOD

### Our courses have flexible delivery options:

- In-person classroom training at the Impactful training facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally on-site at the client