Conflict Resolution and Difficult Conversations for Managers

Management and Leadership

Course Overview

Conflict Resolution and Difficult Conversations for Managers: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa...

What You Will Achieve

- Explain the core principles and current good practice in Conflict Resolution and Difficult Conversations for Managers
- Apply practical tools and techniques for Conflict Resolution and Difficult Conversations for Managers in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Conflict Resolution and Difficult Conversations for Managers in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Setting the scene: Conflict Resolution and Difficult Conversations for Managers in today's organisation
2. Key concepts and the language of Conflict Resolution and Difficult Conversations for Managers
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Conflict Resolution and Difficult Conversations for Managers with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
9 to 13 Nov 2026	Gaborone	**$1,650**
30 Nov to 4 Dec 2026	Kigali	**$1,450**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.