Dispute Resolution and Mediation Skills

Sales and Marketing

Course Overview

Dispute Resolution and Mediation Skills: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

What You Will Achieve

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

Who Should Attend

Marketing, communications, PR and sales professionals, and managers responsible for brand, reputation or revenue growth.

Course Outline

1. Foundations of Dispute Resolution and Mediation Skills: principles, terminology and context
2. The business case: why Dispute Resolution and Mediation Skills matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Lusaka	**$1,395**
16 to 20 Nov 2026	Maputo	**$1,650**
23 to 27 Nov 2026	Johannesburg	**$1,450**
7 to 11 Dec 2026	Nairobi	**$1,650**

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