

***“Shedding
Light
on Skills
Development”***



Kwelanga

TRAINING

engage | inspire | elevate

Managing Difficult Conversations (1 Day)

A Specialised Kwelanga Training Programme

COURSE CONTENT

Putting Conflict Into Perspective

- Reasons why conflicts develop
- Your view of conflict and conflict resolution – a questionnaire
- Emotions involved in a conflict situation
- Identifying and addressing factors which escalate conflict
- Limiting perspectives – victims, villains and heroes

Exploring Diversity when Dealing with Internal and External Customers

- Exploring cultural differences in our diverse South African society
- Addressing barriers to diversity
- Celebrate diversity – a way forward

Effective Communication

- Active listening
- Adapting to individual Social Styles

Techniques for Dealing with Difficult Conversations

- Principles of being assertive
 - Being prepared
 - Physical presence – body language
 - Use of voice
 - Creating rapport
 - Thinking of the language you use
- Dealing with difficult situations
- Interpreting your responses
- Saying “No” - express your desire to be helpful and regret that you cannot
- Express the way you feel - speak your truths quietly and clearly
- Calming down a difficult person
- Dealing with an angry me and you
- Giving negative feedback positively
- Receiving criticism

Dealing with Customer Complaints

- LEAP (listen, empathise, apologise, problem solve)
- Handling the irate customer

A Way Forward – Personal Elevation Plan

TRAINING METHODOLOGY

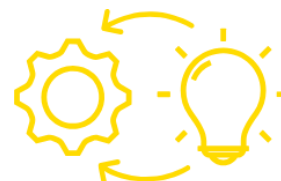


Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass
- myQuest LMS



POST COURSE ASSISTANCE

Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can ‘Contact the Coach’ for support, Information or assistance with additional questions regarding the application of theory covered during the course.



Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn’t just a takeaway – it’s a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU ...

Kwelanga Training’s Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*