



### **Effective Communication and Conflict Resolution Strategies**

April 20 – 24, 2026, 1<sup>st</sup> Run: Lagos & Abuja  
October 26 – 30, 2026, 2<sup>nd</sup> Run: Lagos & Port Harcourt

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** Lagos: N350, 000,

Abuja / Port Harcourt: N400, 000 per Participant

**Delivery Mode:** In-person / Live Virtual / Hybrid

**Online course fee:** N300, 000 per Participant

**Available for In-plant Training**

**700 U\$D for foreign  
Participants**

#### **Program overview:**

This interactive training program is designed to equip participants with essential communication skills and practical conflict resolution strategies to foster collaboration, improve relationships, and enhance team performance. Through engaging activities, real-world scenarios, and guided practice, participants will learn how to communicate with clarity and empathy, manage difficult conversations, and resolve conflicts constructively.

The training emphasizes self-awareness, active listening, emotional intelligence, and solution-focused techniques to navigate diverse communication styles and conflict situations in the workplace or everyday interactions. Participants will leave with actionable tools to reduce misunderstandings, build trust, and create positive outcomes from challenging interactions.

#### **For Whom:**

This program is designed for managers, team leaders, employees, service professionals, and anyone looking to enhance their communication and conflict resolution skills in a practical, hands-on setting.

#### **Learning Objectives:**

At the end of the program, participants will be able to:

- understand the fundamentals of effective communication;
- identify common sources and types of conflict;
- apply active listening and assertiveness techniques;
- use emotional intelligence to navigate tense situations;
- learn structured approaches to conflict resolution and negotiation;
- improve teamwork and interpersonal dynamics; and
- manage difficult conversations with professionalism and poise.

#### **Course outline:**

##### **Day 1: Foundations of Effective Communication**

- The communication model (sender, message, receiver, feedback)
- Verbal vs. nonverbal communication

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: [www.hcaglobalconsult.com](http://www.hcaglobalconsult.com); Email: [info@hcaglobalconsult.com](mailto:info@hcaglobalconsult.com), [hcaglobalconsult@gmail.com](mailto:hcaglobalconsult@gmail.com)

Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

- Common barriers to effective communication
- Identifying personal communication style (e.g., passive, aggressive, assertive)
- Class activities: Self-assessment: Communication Style Inventory

### **Day 2: Active Listening and Emotional Intelligence**

- Components of active listening (paraphrasing, summarizing, reflecting feelings)
- Emotional intelligence (EI): self-awareness, self-regulation, empathy
- The role of EI in managing relationships and communication
- Class activities: Listening with empathy

### **Day 3: Conflict Dynamics and Communication Under Pressure**

- Types of conflict (task, relationship, process)
- Conflict response styles (Thomas-Kilmann model)
- Triggers and escalation cycles
- Techniques for de-escalation
- **Class Activities:** Conflict Style Assessment

### **Day 4: Conflict Resolution Models and Strategies**

- Interest-Based Relational Approach (IBR)
- The 5-Step Conflict Resolution Process
- Principled negotiation (Harvard method)
- Introduction to mediation skills
- **Class activities:** Negotiation exercises (win-win focus)

### **Day 5: Integration and Application**

- Communication in teams and leadership settings
- Handling difficult conversations professionally
- Integrating feedback and continuous improvement
- Activities: Personal action planning and course wrap-up

#### **LOCATIONS**

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 – FAB By Toprank Hotel, Opposite Old Federal Secretariat Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

In-plant Fee Negotiable

#### **WORKSHOP FEE:**

**Workshop fee: Lagos: N350, 000 per Participant, VAT-N26,250  
Abuja / Port Harcourt: N400, 000 per Participant, VAT-N30,000**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814  
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664, &  
234-9112830607**

**Training Methodology:** Lectures, discussions, exercises, and case studies will be used to reinforce these teachings/learning methods.

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: [www.hcaglobalconsult.com](http://www.hcaglobalconsult.com); Email: [info@hcaglobalconsult.com](mailto:info@hcaglobalconsult.com), [hcaglobalconsult@gmail.com](mailto:hcaglobalconsult@gmail.com)

Tel: Office Lines: Mon – Fri | 8am-5pm | +234-8051365946, +234-7087578814 (Office Lines)

24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607