

NEW



SAICE Academy Mastering Soft Skills as an Engineering Professional – Hidden Ways People Avoid Conflict (*And Pay The Price*)

0,1 CPD POINTS

SAICEEL25/04184/28

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Hidden Ways People Avoid Conflict (*And Pay The Price*)

Presented By: SAICE Volunteers
Fully On-Line

Stop Paying the Price for Hidden Peace

For Young Engineering Professionals: Conflict is Not the Enemy—Avoidance Is.

In the high-stakes world of engineering, you're trained to solve complex problems. Yet, many professionals avoid the most critical problem of all: conflict. We run from it, thinking it keeps the peace, but the cost of this avoidance is staggering.

Avoiding conflict today means bigger problems tomorrow. It silently erodes trust, poisons team morale, and costs South African businesses an estimated R5,000 per employee monthly in lost productivity.

This course *"Mastering Soft Skills for Engineering Professionals: Hidden Ways People Avoid Conflict (and pay the price)"*, is designed to help you as a future leader learn to transform conflict from a threat into a powerful tool for progress.

What You Will Master in This Course.

The Hidden cost of Avoidance - This on-demand course from the SAICE Academy exposes the 8 common conflict avoidance patterns and provides a practical framework to address them. You will learn to recognize and dismantle behaviors like:

- **The Silent Sufferer:** Letting small issues fester into major resentments.
- **The Blame Shifter:** Using "You always." statements that shut down dialogue.
- **The Conflict Postponer:** Allowing issues to compound in complexity by 30% each month they remain unaddressed.



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- **The Harmony Preserver:** Creating a toxic environment where real issues go underground, leading to 35% lower innovation rates.

Key Soft Skills You Will Master:

This course provides the Conflict Transformation Framework—a step-by-step process to turn disagreement into constructive progress. You will gain the skills to:

- **Diagnose Your Pattern:** Identify your primary conflict avoidance style and the specific remedies to overcome it.
- **Use Constructive Language:** Master practical phrases to initiate difficult conversations, replacing blame with “I feel” statements and vague criticism with specific data.
- **Implement the Pause:** Learn to wait 90 seconds before responding to reduce emotional reactions and ensure a rational response.
- **Transform Conflict into Progress:** Apply the Pause, Question, Listen, Connect, Progress framework to navigate high-stakes situations.
- **Build a Conflict-Positive Culture:** Understand how great leaders address issues early, create psychological safety, and model constructive disagreement to achieve 42% more innovation.

Invest in Your Future

Your Leadership Advantage. Teams that address conflict constructively experience 24% Higher Productivity and Better Retention. The best leaders don’t avoid conflict—they transform it into progress.

Enrol today and gain the courage and competence to lead through necessary disagreement.

- No need to take any time off work
- No travel and or accommodation costs
- No lost productivity costs