

CONFLICT MANAGEMENT

This training will provide the learner with the knowledge, skills, attitudes and values to identify the main sources of conflict and to apply appropriate techniques to manage conflict effectively.

- ✔ UNIT STANDARD ALIGNED
- ✔ PSETA ACCREDITED
- ✔ OUTCOMES BASED

TARGET:

Any individual wishing to become more adept at handling conflict.

Human Resources personnel, team leaders as well as business owners

Unit Standard Name	Unit Standard ID	NQF Level	Credits	List of Specific Outcomes
Interpret and manage conflicts within the workplace	114226	5	8	Describing the main sources of conflict Describing appropriate techniques to manage Conflict Implementing a strategy to resolve conflict Developing the attributes of a good conflict manager Management
Contact Facilitations Days	2 Days			

BENEFITS: The programme will enhance commitment and willingness to work through problems and deal with challenges accordingly; Being able to empathise and sympathise with others, thus building and strengthening interpersonal relationships; gaining an understanding of conflict management techniques and how they can be used.



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ENTRY REQUIREMENTS:

It is assumed that the learners are competent in the following:

- Communication (NQF level 4)
- Mathematical Literacy

Training Dates

Individuals:

Contact us for public courses training dates

Groups/Organisations:

Flexible (select your own preferred dates)

Training Locations

Gauteng, Limpopo, Mpumalanga and North West

Fee

R4 000 per learner

Includes: Registration, tuitions, study material and meals.

Contact us:



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Programme outline

Learning Unit One

Describe the main sources of conflict.

- A list of possible sources of conflict, including perceptions and assumptions, is drawn up with examples of where they are most likely to occur
- Positive and negative characteristics of conflict in the workplace are discussed with examples
- Organisational conflict modes are explained with examples
- Conflict, which may arise in personality types, can be described, using transactional analysis

Learning Unit Two

Explain appropriate techniques in conflict management

- The various business conflict modes are discussed with examples
- Useful steps to be taken to manage conflict are explained with examples
- The route, which conflicts normally follow toward resolution can be described with examples

Learning Unit Three

Describe the appropriate action plan and strategies to manage conflict

- Methods available to resolve conflict in terms of the Labour Relations Act are listed with examples
- The most appropriate strategy to resolve a particular conflict is chosen with a justification for the choice of strategy.
- The need to adopt action plans and adapt them to a particular conflict is demonstrated with examples.
- The role of policies and procedures in place in the organisation are explained in terms of their role in preventing and/or resolving conflicts.

Learning Unit Four

Explain the attributes of an effective conflict manager

- Personal attributes of a good conflict manager can be listed with examples of how each characteristic contributes to conflict resolution
- A skills audit is done by the learner to identify the skills he/she needs to develop to be an effective conflict manager are identified
- The negative attributes which should be avoided or controlled by an effective conflict manager are listed with an explanation of the negative effect each has on the resolution of conflict

