



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This short programme is Unit Standard aligned and will benefit any individual who needs to develop techniques and strategies for managing conflict.

The programme is designed with a strong emphasis on developing skills and competencies that can be applied immediately in the workplace. It covers the main sources of conflict, the nature of conflict, organisational conflict modes, developing techniques strategies and attributes for resolving conflict and methods to resolve conflict according to organisational procedures and the Labour Relations Act.

Target Audience

The short programme is suitable for individuals in any industry or organisational structure that need to manage personal conflict between individuals and teams.

The programme is aimed at managers, team leaders, support staff and team members dealing with conflict in workplace environments, but can be applied to personal situations.

Entry Requirements

- Competency in Communication at NQF Level 4.
- Competency in Mathematical Literacy at NQF Level 4.

Additional Requirements

- The ability to apply the learning in respect of own area of responsibility.
- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual, facilitator-led sessions, if applicable.

Management & Leadership

Managing Conflict in the Workplace

SERVICES SETA Statement of Results

SAQA US ID: 114226

NQF Level: 5

Credits: 8

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments and self study to embed skills.

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Interpret and Manage Conflicts within the Workplace, you will need to compile, submit and be found competent by on a Portfolio of Evidence (PoE) .

Learning Outcomes

By the end of the short programme, you will be able to:

- Describe the main sources of conflict.
- Understand the positive and negative characteristics of conflict.
- Understand organisational conflict modes.
- Describe appropriate techniques to manage conflict.
- Identify the steps to managing and resolving conflict.
- Implement a strategy to resolve conflict.
- Understand the role of legislation and organisational policies and procedures in resolving conflict.
- Explain the attributes of an effective conflict manager.
- Audit own conflict management approach and identify areas of development.





info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

Course Content

Interpret and Manage Conflicts within the Workplace Accreditation Body: SERVICES SETA

SAQA US: 114226 | Learning Programme ID: NA
NQF Level: 5 | Credits : 8

Module 1: Sources of Conflict

- Identify sources of conflict, including perceptions and assumptions, with examples
- Discuss the positive and negative characteristics of conflict in the workplace
- Understand organisational conflict modes
- Use a transactional analysis to understand why conflict may arise due to personality types

Module 2: Techniques in Conflict Management

- Understand the useful steps that can be taken to manage conflict
- Identify the route that conflict normally follows towards resolution

Module 3: Appropriate Action Plans and Strategies to Manage Conflict

- Identify the methods available to resolve conflict in terms of the Labour Relations Act
- Identify and justify the most appropriate strategy to resolve a particular conflict
- Adopt action plans and adapt them to type of conflict
- Understand the role of organisation policies and procedures in preventing and/or resolving conflict

Module 4: The Attributes of an Effective Conflict Manager

- Identify the personal attributes of a good conflict manager and how each characteristic contributes to conflict resolution
- Conduct a skills audit to identify the skills needed to become an effective conflict manager
- Identify the negative attributes which should be avoided by an effective conflict manager

Our Accredited Organisations



FACULTY
TRAINING
INSTITUTE



Siyangoba



Siyaya®
SKILLS INSTITUTE



PROSERV
SOUTH AFRICA

