

Conflict Management & Problem Solving

Skills Programme



MACCAUVLEI

Accredited by the Services Seta - 13643

Unit standards covered

Unit standard ID Level & credits	Unit standard title
114226 NQF 5 8 Credits	Interpret and manage conflicts within the workplace
US 242817 NQF 4 8 Credits	Solve problems, make decisions and implement solutions

Purpose

The purpose of this skills programme is to provide a comprehensive set of skills to manage conflict caused by a diversity of factors within the organisational setting. In particular, learners credited with this unit standard are able to identify and manage the resolution of interpersonal conflict.

Learning outcomes

Learners successfully completing this course are able to:

- Describe the main sources of conflict
- Describe the link between organisation structure and conflict
- Describe appropriate techniques to manage conflict
- Use the push or pull strategy appropriately within the communication process to minimise conflict
- Implement a strategy to resolve conflict
- Develop the attributes of a good conflict manager
- Improve productivity by solving problems, challenging the status quo and continuously improving processes
- Choose and use the most appropriate method for solving problems or improving processes
- Facilitate problem solving using a variety of process tools like affinity diagrams, systems thinking and mind maps

Who should attend?

The programme is dedicated to those who find themselves in conflict situations, whether regular or irregular and need the skills to resolve the conflict. It could include:

- Managers
- Shop stewards
- Team members / employees

Duration of Training

2 days

Learning assumed to be in place

- Communication at NQF Level 4
- Maths literacy at NQF Level 4
- Computer literacy at NQF Level 4

Maccauvlei entry requirements

NQF level 4 / Grade 12 certificate

Certification

Learners who successfully complete the Portfolio Of Evidence will be awarded a skills programme certificate with the unit standard listed.



Contact Details

For registration forms or more detail please contact us:

Telephone: +27 (0) 11 439 3900 • E-mail: info@maccauvlei.co.za • Website: www.maccauvlei.co.za

Face to Face Price Excluding Vat: R5,454.00

Online Price Excluding Vat: R 4,441.78

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- Use creative and lateral thinking talents of the problem solving team

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