

# Conflict Management

## Skills Programme



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

### 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

### 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:

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