

Conflict Management



A three-day accredited skills programme that equips learners to identify, manage and resolve conflict between persons or parties in the workplace, and to report on it formally.

PROGRAMME ID

SP-210409

NQF LEVEL

5

MINIMUM CREDITS

8

DURATION

3 Days

Purpose of the Programme

The primary purpose of the Conflict Management skills programme is to enable learners to identify, manage and resolve conflicts between persons or parties within a workplace environment. The programme addresses the fact that workplace conflict negatively affects productivity and work quality. Its goal is to facilitate the effective and efficient management of these disputes, creating peace and harmony on a preventative basis.

Entry Requirements

To enrol in this programme, a learner must possess **one** of the following:

- ▲ A **Grade 12 National Senior Certificate (NSC)** or **National Certificate (Vocational) (NCV)** at **NQF Level 4**.
- ▲ An equivalent **NQF Level 4 qualification**, demonstrating proven proficiency in Communication and Mathematical Literacy.

By the end of the programme, a learner will be able to:

Sources and types **01**

Identify and describe the main sources and types of conflict.

Resolution techniques **02**

Apply strategies and techniques to manage and resolve conflict in the workplace.

Conflict submissions **03**

Analyse and evaluate conflict submissions from affected parties.

Follow-up plans **04**

Develop and implement follow-up plans.

Formal reporting **05**

Compile formal reports regarding conflict resolution.

Workplace communication **06**

Communicate effectively with both employers and employees regarding conflict-related issues.

COMPLETION PATHWAY ► ALL THREE COMPONENTS, THEN THE EXAMINATION AND POE

1 COMPONENT

Knowledge

2 Credits

Sources, types and resolution theory.

2 COMPONENT

Practical Skill

4 Credits

Profiling conflicts, applying techniques.

3 COMPONENT

Work Experience

2 Credits

Communicating outcomes at work.

★ FINAL

Assessment

Examination & PoE

2-hour examination and a PoE, in class.

Three compulsory components

The programme consists of three compulsory components aligned with QCTO standards, to ensure comprehensive skills development and the benefits of a structured learnership.

8

TOTAL CREDITS

Knowledge Modules

2 CREDITS

Learners identify the sources and types of workplace conflict.

COVERED IN THIS COMPONENT

- ▶ Conflict resolution strategies
- ▶ The role of emotional intelligence
- ▶ Theoretical requirements for formal conflict reporting

Practical Skill Modules

4 CREDITS

Learners profile real or simulated conflicts to determine root causes.

COVERED IN THIS COMPONENT

- ▶ Applying specific resolution techniques
- ▶ Managing team dynamics
- ▶ Drafting follow-up plans
- ▶ Drafting formal reports

Work Experience Modules

2 CREDITS

Learners integrate their skills by communicating resolution outcomes to employers and employees.

PROOF OF COMPETENCE

- ▶ 2-hour examination
- ▶ Portfolio of Evidence (PoE)
- ▶ Completed in class with facilitator guidance

Assessment & Certification

A learner formally exits this Skills Programme (SP) upon the successful demonstration of competence across all three integrated components — Knowledge, Practical and Workplace.

- ✓ 2-hour examination
- ✓ Portfolio of Evidence compiled in class
- ✓ Competence across all three components