

MANAGING CONFLICT [SOF004]

Design and Implement Plans to Deal with Conflict Situations in the Workplace

SAQA Unit Standard: 114226 **Credits:** 8 **NQF level:** 5

Duration: 1 day

OVERVIEW:

What is the cost of unmanaged conflict in terms of reduced morale and productivity? Being able to effectively manage conflict can often determine the success or failure of any organization. The Conflict Management soft skills training course will assist all employees in understanding and handling conflict situations within the organization.

The Conflict Management Training is ideal for people who can participate meaningfully in analyzing conflict, and designing and implementing a plan to manage and resolve conflict.

On completion of this training, participants will be familiar with:

- Understanding the relationship between conflict and the organization
- Identifying sources and types of organizational conflict
- Appreciating different perspectives on conflict within organizations
- Identifying conflict outcomes to the organization
- Employing various conflict handling strategies and styles
- Handling conflict effectively
- Their preferred styles of handling conflict

Participants will receive printed samples of instruments that can aid them in the management of conflict in the workplace.

- **There will be a video shown in class, and also conflict role playing activities performed in the classroom environment.**

NB. Each attendee will be receive a workbook.
Candidates can request to be assessed. On successful completion of this workbook, the attendees will get a Certificate of Competence from the eAcademy as well as a Statement of Results from the MICT SETA.