



# CONFLICT MANAGEMENT

**NQF 3**  
**UNIT STD – 9533**



# CONFLICT MANAGEMENT NQF 3 US 9533



## OUTLINE

The purpose of this short course is learning to Identify a conflict situation and communicate in such a way that the conflict can be resolved in a constructive manner.

Learners who are found competent in this Unit Standard will be able to:

- Demonstrate an understanding of different conflict situations in the workplace.
- State and explain the difference between feelings and the actual problem when dealing with conflict.
- Handle and resolve conflicts in the workplace.

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### COURSE METHODOLOGY

This course is conducted with maximum use of practical application of the skills acquired. After facilitator led training has taken place via the course material, group work and scenario driven exchanges, participants will have opportunity to relate the information back to their work place and to practice their skills through the use of brainstorming, problem solving, case studies, role-plays and copy written training exercises. Within a relaxed and more fun environment participants will learn from each other, gaining knowledge and acquiring and reinforcing skills that will result in overall improved customer service performance.

### COURSE OBJECTIVES

We all have so-called 'hot buttons'. We also have a tendency to push each other's buttons. This can cause unhelpful and tense situations if the arising conflict is not constructively managed. We help you identify conflict situations and their various elements, as well as how to communicate effectively in these situations to resolve conflict in a constructive manner. Successful conflict management means smooth business practice and cohesion among colleagues in an organisation.

### EDGE TRAINING CONSULTANCY

Edge Training is an Accredited Training Provider with the Services Seta, Accreditation #1135. Edge is a Level 2 BBBEE Company with over 15 year's Human Development training experience in and around Southern Africa. Edge is able to provide training throughout South Africa with a National Footprint.