



Conflict Management

NQF Level 3 Unit STD - 9533

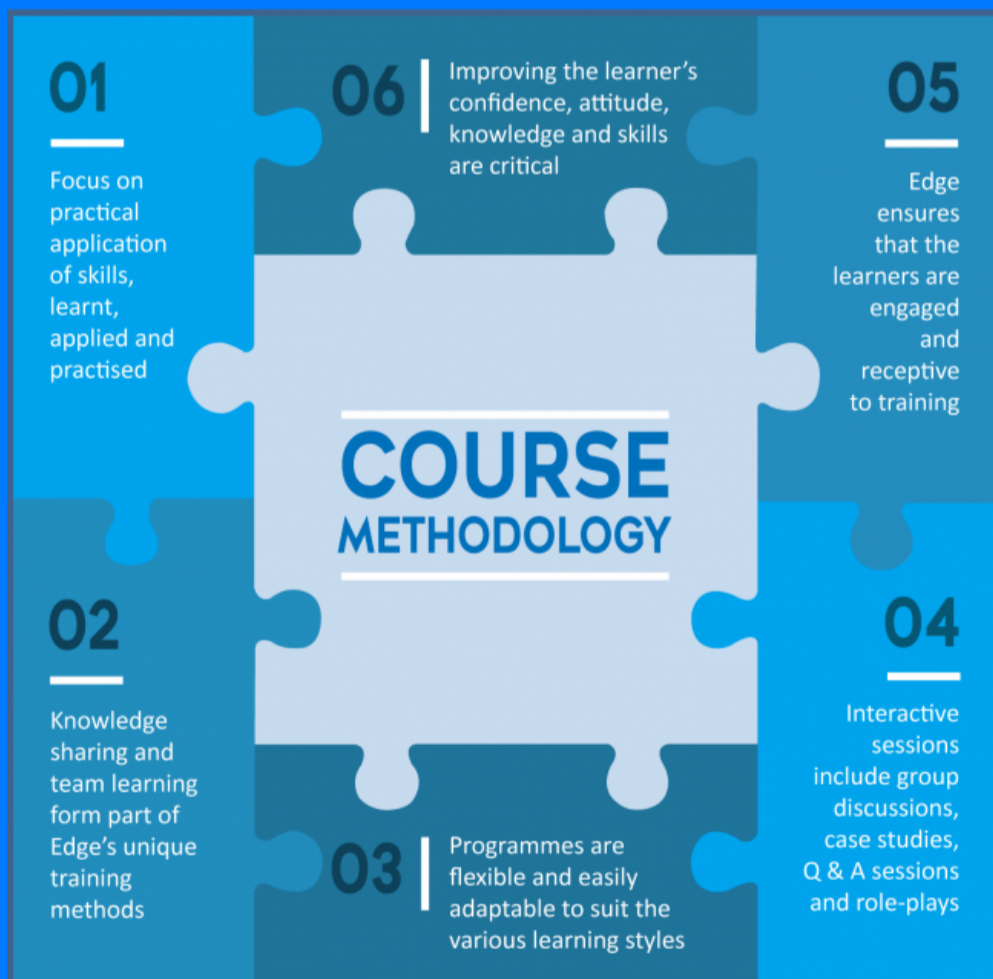
Accredited Short Course

Workshop Outline

- What is conflict and can it be beneficial?
- Identify examples of conflict in the workplace
- Identify requirements and clarifying expectations
- Implement the 7 Steps to effective conflict resolution
- Dealing with different types of behaviours in the workplace namely;
 - Passive Behaviour
 - Aggressive Behaviour
 - Assertive Behaviour
 - Conflict Behaviour

Objective

By the end of this course you will be able to identify examples of conflict within your workplace and have the ability to understand assertive, aggressive and passive behaviour, with an emphasis on measuring your own level of assertiveness. You will have a clear understanding of body language and its effect on conflict and we will give you practical steps that you can apply to any conflict situation to bring about a solution to the problem.



About Edge Training

With an extensive track record spanning over 22 years in training, Edge Training boasts a Level 1 BBBEE Scorecard, a nationwide presence, and full accreditation with multiple SETAs. In collaboration with our BEE partners, we are wholeheartedly committed to addressing Skills Development Challenges within the BEE framework in a substantial manner. Whether you're in need of an Accredited Short Course, a comprehensive Soft Skills Workshop, or a Learnership programme, our team of highly skilled and dedicated professionals stands ready to provide tailored solutions. We handle all aspects of sourcing learners and managing the necessary requirements for disabled and unemployed Learnerships. Furthermore, the majority of our Learnerships and Workshops are conveniently available as online courses, making your learning accessible and flexible.

Get in Touch

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