



Pro-Active College™
FREEDOM THROUGH KNOWLEDGE

CONFLICT MANAGEMENT

This skills programme provides the learner with the knowledge, skills, attitudes and values to identify the main sources of conflict and to apply appropriate techniques to manage conflict effectively.



**Unit Standard
Aligned**



**SETA
Accredited**



**Outcomes
Based**

Designed and developed by Pro-Active College, this skills programme is endorsed by SACE and aligned to the unit standard:

**INTERPRET AND MANAGE CONFLICTS WITHIN THE
WORKPLACE**
(US: 114226)

NQF Level 5
8 Credits

TARGET GROUP

This skills programme is designed for the public and private sector and is aimed at:

- all individuals wishing to become more adept at handling conflict; and
- department and organisation managers.

BENEFITS

The benefits of this skills programme include:

- enhanced commitment and willingness to work through problems and deal with challenges accordingly;
- being able to empathise and sympathise with colleagues, thus building and strengthening interpersonal relationships;
- improved self-esteem and confidence to manage conflict; and
- gaining an understanding of conflict management techniques and how they can be used.

ABOUT US

Pro-Active College excels in the education, training and development of public and private sector officials. With its strong focus on practical workplace skills, Pro-Active College strives to facilitate measurable improvements in the productivity of client organisations.



SACE

South African Council for Educators

Towards Excellence in Education

SACE APPROVED PROVIDER

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ENTRY REQUIREMENTS

The credit calculation in the relevant unit standard is based on the assumption that learners are competent in:

- mathematical literacy (NQF level 4); and
- communication (NQF level 4).

DURATION

Two day contact session combined with practical workplace experience.

PORTFOLIO OF EVIDENCE

To be declared competent in this unit standard the learner must be assessed by a registered assessor and be found competent in the following:

Formative Assessment

Consisting of classroom activities on which the facilitator will give feedback.

Summative Assessment

This assessment consists of workplace assignments and questions. This must be the learners' own individual work.

PD POINTS

This is a SACE endorsed CPTD activity and the competent learner will be awarded 15 professional development points.

Programme Outcomes

On completion of this skills programme, learners will be able to:

- describe the main sources of conflict;
- describe appropriate techniques to manage conflict;
- implement a strategy to resolve conflict; and
- develop the attributes of a good conflict manager.

Programme Outline

Learning Unit One

Sources of Conflict

- Sources of conflict
 - Conflict defined
 - Positive and negative effects of conflict
 - Types of conflict
 - Self awareness
- Conflict modes
- Transactional analysis

Learning Unit Two

Conflict Management Strategies

- Conflict in the workplace
 - Grievance policy and procedure
- Conflict resolution
 - The eight (8) step model for conflict resolution
 - Assertive communication
 - Managing anger
- The Labour Relations Act on conflict

Learning Unit Three

The Effective Conflict Manager

- Conflict management
 - Managerial actions to minimise conflict
 - Key conflict management skills
- The conflict manager
 - Characteristics of a conflict manager