



CONFLICT RESOLUTION (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Interpret and manage conflicts within the workplace
Unit Standard ID:	114226
NQF Level:	5
Credit Value:	8

INTRODUCTION

This learning programme is intended for all persons who need to interpret and manage conflicts within the workplace. The person credited with the unit standard is able to identify and manage the resolution of personal conflict between persons or parties. The main focus will be on the workplace although the same principles can be used elsewhere.

COURSE CONTENT

Describe the Main Sources of Conflict

- Draw up a list of possible sources of conflict
- Discuss the positive and negative characteristics of conflict
- Explain organisational conflict modes
- Use transactional analysis to describe interpersonal conflict

Explain Conflict Management Techniques

- Explain business conflict modes
- Explain steps to manage conflict
- Explain the route of conflict towards resolution

Describe the Action Plan and Strategies to Manage Conflict

- List the methods to resolve conflict – Labour Relations Act
- Choose and justify the strategy to resolve a particular conflict
- Explain the role of policies and procedures to prevent / resolve conflicts

Explain the Attributes of an Effective Conflict Manager

- List the personal attributes of a good conflict manager
- Do a skills audit to identify development needs
- List the negative attributes to avoid or control

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role plays
- Break-away sessions
- Relevant business exercises
- Presentation
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.



Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.

Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

*To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.*

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