

SKILL PROGRAMME: CONFLICT MANAGEMENT

Skills Programme ID Number	SP-210502
Duration in days	21 days
Total credits	8 Credits
NQF Level	5

Programme Information

Conflict management is the process by which disputes are resolved, where negative results are minimized, and positive results are prioritized.

Skill Rationale

There is no skills program already registered by QCTO. Conflict in the workplace negatively affect the productivity and quality of work. Effective and efficient management of conflicts to create peace and harmony in the workplace (on a prevention basis).

A qualified learner will be able to:

- Identify and describe the main sources of conflict.
- Distinguish types of conflicts
- Apply appropriate strategies to manage conflict.
- Resolve conflict using appropriate techniques in the workplace.
- Develop and implement follow up plans - Compile conflict resolution reports

Purpose of the Programme

To identify and manage the resolution of conflict between persons or parties in the workplace.

A qualified learner will be able to:

- Identify and describe the main sources of conflict.
- Distinguish types of conflicts
- Apply appropriate strategies to manage conflict.
- Resolve conflict using appropriate techniques in the workplace.
- Develop and implement follow up plans
- Compile conflict resolution reports

Admission Requirements

NQF Level 4 or equivalent

Communication <ul style="list-style-type: none"> • English Home Language, or; • English First Additional language 	NQF Level 4 APS Score 4 (50 – 59%) APS Score 5 (60-69%)
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Programme Content

	Knowledge Component	Application Component
Topic 1	Sources of conflict	Apply teamwork in conflict resolution process.
Topic 2	Types of conflict	Profile a conflict at a workplace
Topic 3	Strategies for conflict management	Analyze the conflict profile and determine the cause of conflict
Topic 4	Techniques in conflict management	Determine and implement appropriate conflict management strategies
Topic 5	Conflict consequences analysis	Select and apply conflict resolution techniques
Topic 6	Emotional intelligence and conflict resolution	Analyze and profile conflict consequences
Topic 7	Components of conflict resolution report	Apply emotional intelligence in conflict resolution
Topic 8	—	Compile and implement conflict resolution follow up plan
Topic 9	—	Compile conflict resolution report

Outcomes of the Programme

- Identify and describe the main sources of conflict.
- Analyse and evaluate conflict submission by affected parties.
- Distinguish types of conflicts.
- Apply appropriate strategies to manage conflict.
- Resolve conflict using appropriate techniques in the workplace.
- Develop and implement follow up plans.
- Compile conflict resolution reports.
- Communicate effectively with an employer and employees with regard to conflict issues.

Assessment:

Continuous Assessment

- Written Test
- Portfolio of Evidence
- Practical is evaluated continuously

Supervised Assessment

- Written Examination, 3 hours Final Mark= (Test (30%) + PoE (20%) + Examination (50%))

Work Opportunities or further learning

- After completion of the course learners will have knowledge on how to deal with conflict in the workplace and elsewhere.
- The learners will be upskilled on a regular basis as and when there is changes within the Industry.
- Certificate in Conflict Resolution, NQF Level 5.

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Knowledge Modules

Topic 1 – Sources of Conflict

Module Code	KM-01-KT01
Hours	5 hours
Time Division	Face-to-face contact time and self-directed learning – 4 hours
Assessment	Formative 1 hour

Topic 2- Types of Conflict

Module Code	KM-01-KT02
Hours	4 hours
Time division	Face-to-face contact time and self-directed learning – 3 hours
Assessment	Formative 1 hour

Topic 3 – Strategies for conflict management

Module Code	KM-01-KT03
Hours	14 hours
Time division	Face-to-face contact time and self-directed learning – 10 hours
Assessment	Formative 4 hours

Topic 4- Techniques in conflict management

Module Code	KM-01-KT04
Hours	14 hours
Time division	Face-to-face contact time and self-directed learning – 12 hours
Assessment	Formative 2 hours

Topic 5- Conflict consequences analysis

Module Code	KM-01-KT05
Hours	7 hours
Time division	Face-to-face contact time and self-directed learning – 6 hours
Assessment	Formative 1 hour

Topic 6- Emotional intelligence in conflict resolution

Module Code	KM-01-KT06
Hours	31 hours
Time division	Face-to-face contact time and self-directed learning – 28 hours
Assessment	Formative 3 hours

Topic 7 – Components of Conflict resolution report

Module Code	KM-01-KT07
Hours	6 hours
Time division	Face-to-face contact time and self-directed learning – 5 hours
Assessment	Formative 1 hour

Practical Modules

Topic 1 – Sources of Conflict

Module Code	PM-01-KT01
Hours	4 hours
Practice integration	Group work activity: preparation and presentation 3 hours Self-reflective exercise 1 hour

Topic 2- Types of conflict

Module Code	PM-01-KT02
Hours	4 hours
Practice integration	Assignment and class discussion – Case study: Profile a conflict situation at a workplace Preparation and presentation – 4 hours

Topic 3- Strategies for conflict management

Module Code	PM-01-KT03
Hours	4 hours
Practice integration	Collaborative learning - simulated role play - 4 hours Analyse a conflict profile and determine the causes of conflict

Topic 4- Techniques in conflict management

Module Code	PM-01-KT04
Hours	3 hours
Practice integration	Case study: determine and implement appropriate conflict management strategies, select and apply conflict resolution techniques 3 hours

Topic 5- Conflict consequences analysis

Module Code	PM-01-KT05
Hours	4 hours
Practice integration	Collaborative learning - simulated role play 4 hours Analyse a conflict profile and determine the causes of conflict, analyse and profile conflict consequences

Topic 6- Emotional intelligence in conflict resolution

Module Code	PM-01-KT06
Hours	11 hours
Practice integration	Group discussion – case scenarios 4 hours Collaborative learning - simulated role play 3 hours Group work - apply emotional intelligence in conflict resolution engagement - 3 hours Self-reflective activity – 1 hours

Topic 7- Components of Conflict resolution Report

Module Code	PM-01-KT07
Hours	4 hours
Practice integration	Self-directed learning - compile and implement conflict resolution follow up plan, compile conflict resolution report Group discussion 4 h