

## Course information

---

### Introduction

Everyone experiences conflict at some times. This is normal, natural and sometimes even necessary for a person's growth and development. By managing conflict, a company maintains productivity and people are generally more satisfied with their jobs. Conflict can lead to new ideas and more informed decision-making when managed well. Organisations should train their employees to manage conflict and resolve issues effectively.

### Unit standards

This course is aligned to unit standard 114226: *Interpret and manage conflicts in the workplace.*

### Course content

During this course, the following topics are covered:

- What is conflict?
- The path of conflict
- Sensing and analysing conflict
- Conflict resolution tools and skills
- Conflict resolution strategies
- The main sources of conflict
- Appropriate techniques to manage conflict
- A strategy to resolve conflict
- The attributes of a good conflict manager

### Duration

Two days

### Please note

A Certificate of Competence will be issued once a Portfolio of Evidence (PoE) has been submitted and the learner has been assessed as competent. The compilation of the PoE will either take place during the course or in the learner's private time, depending on the structure of the course.

### TIDASA is...

- A training company committed to enabling and empowering individual learners to make positive contributions to their organisations
- A provider of both customised and generic training
- Dedicated to excellence in training and instructional design
- Provisionally accredited by Umalusi, Council for Quality Assurance in General and Further Education and Training (Provisional accreditation number: FET 00474 PA)

**For more information or to book your place contact Helga van Wyk on 012 682 8500 or email [info@tidasa.co.za](mailto:info@tidasa.co.za).**