



QCTO

Conflict management Skills Programme

2 days training + 1 day assessment

SP-210409



Effective conflict management fosters collaboration, reduces workplace stress, and strengthens relationships. By resolving disagreements constructively, it enhances morale, and creates a positive, productive environment focused on achieving shared goals.

The purpose of this skills programme is to identify and manage the resolution of conflict in the workplace.

YOU WILL LEARN 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

TARGET AUDIENCE

Middle managers, Specialists, Individuals managing other managers, Supervisors or team leaders, Project leaders (C upper – D lower)

DURATION

2 days training + 1 day assessment

KEY WORDS

Workplace conflict
Sources of conflict
Conflict management styles
Conflict consequences

Skills programme title	SP ID	NQF Level	Credits
Conflict management	SP-210409	5	8

ASSESSMENT

Knowledge assessment

Portfolio of Evidence

Final Integrated Summative Assessment: Written assessment (at least 4 weeks after attending workshop)

CONFLICT MANAGEMENT SKILLS PROGRAMME

Course Outline

