



CONFLICT MANAGEMENT NQF LEVEL 3 UNIT STD - 9533

087 135 5543

WORKSHOP OUTLINE

- What is conflict and can it be beneficial?
- Identify examples of conflict in the workplace
- Identify requirements and clarifying expectations
- Implement the 7 Steps to effective conflict resolution
- Dealing with different types of behaviours in the workplace namely;
 - Passive Behaviour
 - Aggressive Behaviour
 - Assertive Behaviour
 - Conflict Behaviour

01

Focus on practical application of skills, learnt, applied and practised

06

Improving the learner's confidence, attitude, knowledge and skills are critical

05

Edge ensures that the learners are engaged and receptive to training

02

Knowledge sharing and team learning form part of Edge's unique training methods

03

Programmes are flexible and easily adaptable to suit the various learning styles

04

Interactive sessions include group discussions, case studies, Q & A sessions and role-plays

COURSE METHODOLOGY

OBJECTIVE

By the end of this course you will be able to identify examples of conflict within your workplace and have the ability to understand assertive, aggressive and passive behaviour, with an emphasis on measuring your own level of assertiveness. You will have a clear understanding of body language and its effect on conflict and we will give you practical steps that you can apply to any conflict situation to bring about a solution to the problem.

EDGE TRAINING CONSULTANCY

With over 18 years of Human Development training experience, Edge Training has a Level 2 BBBEE Scorecard, a National Footprint and Full Accreditation with Services SETA. Together with our BEE partners, we are committed to solving BEE related Skills Development Challenges in a meaningful way. Whether an Accredited Short Course, a Behaviour Changing Workshop or a Learnership, our highly skilled and dedicated team can offer you a solution. We source the learners and manage all the necessary requirements for disabled and unemployed learnerships. Most of our learnerships and Workshops are also offered as online courses.

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