



Certificate: Conflict Management

SAQA ID: 119462

Credits: 5

NOF Level: 4

Description:

Effective conflict resolution in the workplace

Duration:

1 day

Certification:

Upon successful completion of the attached program, the learner will be awarded the **Skills Program**

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Course content:

Part 1: Understanding Conflict Management

- Guiding Principles
- What's Your Style?
- Nine Approaches to Managing Conflict and Disagreement

Part 2: The Four-Phase Process for Managing Conflict and Disagreement

- Introducing the Process
- Phase I: Explore
- Phase II: Plan
- Phase III: Prepare
- Phase IV: Implement

Appendix

- Review Case: Serving the Customer
- Summary Review
- Reflection
- Additional Reading

Disclaimer:

I....., hereby acknowledge that I understand the information stated above pertaining to this qualification.

Learner : _____ Signature: _____

Consultant: _____ Signature: _____

Date : _____