

EXECUTIVE SUMMARY

Conflict Management

NQF Level 5

Faculty of Business: Management Sciences

Learning Programme Title	Conflict Management
Learning Programme ID	US 11286 and 114226
Registration End Date	2018-06-30
Last Date for Enrolment	2019-06-30
Duration	5 Days
NQF Level	5
Credits	16
Learning Assumed To Be In Place	<ul style="list-style-type: none"> Communication at NQF Level 4 or equivalent Mathematical Literacy at NQF Level 4.
Originating Qualification	National Diploma: Project Management (NLRD 58309)

Knowledge Leadership Management

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Specific Outcomes	Content Outline
<p>The qualifying learner is able to:</p> <ul style="list-style-type: none">▪ Describe the main sources of conflict▪ Explain appropriate techniques in conflict management.▪ Describe the appropriate action plan and strategies to manage conflict.▪ Explain the attributes of an effective conflict manager.▪ Identify and classify transgression.▪ Implement procedure to handle non-dismissible offences.▪ Implement procedure to handle dismissible offences.▪ Represent employee at disciplinary hearing.	<ul style="list-style-type: none">▪ Sources of Conflict▪ Positive and Negative Characteristics of Conflicts in the Workplace▪ Organisational Conflict Modes▪ Transactional Analysis and Conflict▪ Business Conflict Modes▪ Steps to Manage Conflict▪ The labour Relations Act (LRA)▪ Resolving Particular Conflict▪ The Need for Action Plans▪ The Role of Policies and Procedures▪ Personal Attributes of a Good Conflict Manager▪ Conducting a Skills Audit▪ What an Effective Conflict Manager should avoid▪ Gathering Information Concerning Alleged Transgression▪ Classifying Transgressions▪ Selecting a Procedure for Handling the Transgression▪ Informing the Employee of the Alleged Transgression

Content Outline

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| <ul style="list-style-type: none"> ▪ Confronting the Employee ▪ Implementing Disciplinary Action ▪ Records of Disciplinary Action ▪ Further Investigation ▪ Informing the employee ▪ Mitigation and Aggravation ▪ Analysing and Investigating an Allegation or Charge | <ul style="list-style-type: none"> ▪ Requesting Relevant Information from Employer ▪ Preparing the Employee and Witnesses for the Hearing ▪ Presenting the Employee's Case ▪ Questioning and Cross-Examining Witnesses ▪ Lodging Relevant Appeals |
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Unit Standards

ID	Unit Standard Title	Level	Credits
11286	Institute disciplinary action	5	8
114226	Interpret and manage conflicts within the workplace (Skills programme)	5	8
Total			16