

# EXECUTIVE SUMMARY

## Maximise Workplace Relations

### NQF Level 5

Faculty of Business: Management Sciences

Learning Programme Title	Maximise Workplace Relations
Learning Programme ID	252027
Registration End Date	2018-06-30
Last Date for Enrolment	2019-06-30
Duration	2 Days
NQF Level	5
Minimum Credits	6

*Knowledge Leadership Management*

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Learning Assumed to be in Place	It is assumed that people starting to learn towards this standard are able to: <ul style="list-style-type: none"><li>• Communication at NQF Level 4.</li><li>• Mathematical Literacy at NQF Level 4.</li><li>• Computer Literacy at NQF Level 4.</li></ul>
Originating Qualification	National Certificate: Generic Management (NLRD 59201)

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Specific Outcomes	Content Outline
<p>The qualifying learner is capable of:</p> <ul style="list-style-type: none"><li>▪ Liaise and network with internal and external stakeholders.</li><li>▪ Devise and apply a strategy to establish constructive relationships with manager(s).</li><li>▪ Identify and minimise personal conflict in a unit.</li><li>▪ Devise and apply a strategy to establish constructive relationships with team members in a unit.</li></ul>	<ul style="list-style-type: none"><li>▪ Liaise and network with Internal and External Stakeholders</li><li>▪ Identifying and Creating Opportunities for Networking with Internal and External Stakeholders</li><li>▪ Networking Opportunities</li><li>▪ Avenues for Communication</li><li>▪ Establishing Constructive Relationships with Managers</li><li>▪ Keeping Managers Informed</li><li>▪ Seeking and Exchanging Information and Seeking Advice</li><li>▪ Consulting with Managers</li><li>▪ Concerns over Quality of Work</li><li>▪ Presenting Information to Management</li><li>▪ Identifying and Minimising Personal Conflict</li><li>▪ Communication Information on Procedures for Dealing with Conflict</li><li>▪ Taking Actions to Resolve Potential and Actual Conflict</li><li>▪ Referring Conflict Situations to Appropriate Managers</li><li>▪ Revising and Applying a Strategy to Establish Constructive Relationships</li><li>▪ Developing the Strategy through a Consultative Process</li><li>▪ Discussing Work-Related and Personal Issues</li></ul>

## Qualification Overview

ID	Unit Standard Title	Level	Credits
252027	Devise and apply strategies to establish and maintain workplace relationships	5	6
TOTAL			6

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