

|                     |                                                                     |                                                                                                                    |
|---------------------|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Skills<br>Programme | <b>SP-210409</b><br><b>Conflict Management<br/>Skills Programme</b> | <b>NQF Level 05</b>                                                                                                |
|                     |                                                                     | <b>8 Credits</b>                                                                                                   |
|                     |                                                                     | <b>Accreditation</b><br>Quality Council for Trades and Occupations<br>(QCTO)<br>Accred No: 07-QCTO/SDP120924113150 |

Conflict in the workplace negatively affect the productivity and quality of work. Effective and efficient management of conflicts to create peace and harmony in the workplace.

### Entry Requirements

- NQF Level 4 / Matric

### Target Group

- Staff on various levels in the workplace.

The purpose of this QCTO accredited skills programme is to identify and manage the resolution of conflict between persons or parties in the workplace.

A qualified person will be able 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.
- Compile conflict resolution reports.



### Components Covered

| Knowledge Component                                                                                                                                                                                                                                                                                                                                                                                      | Application Component                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Topic 1: Sources of conflict</li> <li>Topic 2: Types of conflicts</li> <li>Topic 3: Strategies for conflict management</li> <li>Topic 4: Techniques in conflict management</li> <li>Topic 5: Conflict consequences analysis</li> <li>Topic 6: Emotional intelligence in conflict resolution</li> <li>Topic 7: Components of Conflict Resolution Report</li> </ul> | <ul style="list-style-type: none"> <li>Topic 1: Apply teamwork in conflict resolution process.</li> <li>Topic 2: Profile a conflict at a workplace.</li> <li>Topic 3: Analyse a conflict profile and determine the causes of conflict.</li> <li>Topic 4: Determine and implement appropriate conflict management strategies.</li> <li>Topic 5: Select and apply conflict resolution techniques.</li> <li>Topic 6: Analyse and profile conflict consequences</li> <li>Topic 7: Apply emotional intelligence in conflict resolution engagement.</li> <li>Topic 8: Compile and implement conflict resolution follow up plan.</li> <li>Topic 9: Compile conflict resolution report</li> </ul> |

### ENJO Consultants (Pty) Ltd

Co Reg No: 2016/345549/07  
Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543  
Web: [www.enjoconsultants.co.za](http://www.enjoconsultants.co.za) | Email: [training@enjoconsultants.co.za](mailto:training@enjoconsultants.co.za)



## Exit Level Outcomes (ELO)

- Identify and describe the main sources of conflict.
- Analyse and evaluate conflict submission by affected parties.
- Distinguish types of conflicts.
- Apply appropriate strategies to manage conflict.
- Resolve conflict using appropriate techniques in the workplace.
- Develop and implement follow up plans.
- Compile conflict resolution reports.
- Communicate effectively with an employer and employees with regard to conflict issues.

## Duration and Methods of Completion

| Method                                        | Duration                                                                                    | Comments                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. <b>Face-to-Face Contact Sessions</b>       | 2 Days                                                                                      | <ul style="list-style-type: none"> <li>• Attendance dates to be selected from the training schedule.</li> <li>• Training can also be presented at the client site for groups (please contact us for a quote for this option).</li> </ul>                                                                          |
| 2. <b>Online Virtual Attendance</b>           | Portfolio Submission within 8 Weeks.<br>The portfolio can be submitted sooner if completed. | <ul style="list-style-type: none"> <li>• Training is presented live via a platform such as Zoom or MS Teams.</li> <li>• Attendance dates to be selected from the training schedule.</li> <li>• Training can also be presented for groups for a client (please contact us for a quote for this option).</li> </ul> |
| 3. <b>Distance Learning (Self-Study)</b>      | Portfolio Submission within 8 Weeks.<br>The portfolio can be submitted sooner if completed. | <ul style="list-style-type: none"> <li>• The learning material will be provided to the learner upon enrolment.</li> <li>• Although the distance learning option is offered, class or virtual attendance is highly recommended.</li> </ul>                                                                         |
| 4. <b>Recognition of Prior Learning (RPL)</b> |                                                                                             | <ul style="list-style-type: none"> <li>• Qualifying persons can complete this training programme as Recognition of Prior Learning (RPL).</li> <li>• A RPL Portfolio will be completed</li> </ul>                                                                                                                  |

## Accredited Training: Assessment, Verification and Certification

|               |                                                                                                                                                                                                                                                                                                                         |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 1</b> | <ul style="list-style-type: none"> <li>• Contact learners (students) attend contact sessions (face-to-face) or virtual.</li> <li>• Distance Learners (Self-Study) work through the Study Guide and Portfolio of Evidence.</li> </ul>                                                                                    |
| <b>Step 2</b> | <ul style="list-style-type: none"> <li>• The completed Portfolio of Evidence is submitted for assessment.</li> </ul>                                                                                                                                                                                                    |
| <b>Step 3</b> | <ul style="list-style-type: none"> <li>• The Portfolio of Evidence is assessed by a qualified assessor.</li> <li>• Once declared competent for the Portfolio of Evidence the learner (student) can make a booking to complete the Final Integrated Summative Assessment (FISA) set by the training provider.</li> </ul> |
| <b>Step 4</b> | <ul style="list-style-type: none"> <li>• External Moderation by QCTO will take place.</li> <li>• Once declared competent for the FISA, QCTO will issue certification.</li> </ul>                                                                                                                                        |

## Non-Accredited Alternative

Client may request to have this programme presented as:

- Non-accredited training with no assessment, in which case a certificate of attendance can be issued.
- Non-accredited training with assessment, in which case a certificate of completion can be issued.

### ENJO Consultants (Pty) Ltd

Co Reg No: 2016/345549/07  
Tel: (012) 667-1985 | Cell: 084 620 0437 | Fax: 086 514 7543  
Web: [www.enjoconsultants.co.za](http://www.enjoconsultants.co.za) | Email: [training@enjoconsultants.co.za](mailto:training@enjoconsultants.co.za)

Postal Address: P. O. Box 11108, Die Hoewes, 0163, Centurion | Physical Address: Block 8, Central Office Park, 257 Jean Avenue, Die Hoewes, Centurion, 0157

ENJO SP-210409 Conflict Management v1

Accreditation: QCTO | ETDP SETA | MICT SETA | QCTO | SABPP

