



FACULTY OF COMMERCE

Occupational Skills Programme:
Conflict Management

Effective and efficient management of conflicts to create peace and harmony in the workplace (on a prevention basis).

A qualified learner 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.

Course code:

SP-210409

Accreditation status:

- Fully accredited by the Quality Council for Trades and Occupations (QCTO)
- QCTO ID: SP-210409
- NQF Level 5
- 8 Credits

Duration:

1-2 months

Entry requirements:

- Any NQF Level 4 qualification.

Topics covered:

- Sources of conflict
- Types of conflicts
- Strategies for conflict management
- Techniques in conflict management
- Conflict consequences analysis
- Emotional intelligence in conflict resolution
- Components of Conflict Resolution Report

Assessments:

Students are required to complete the following:

- 1 Formative assessment per Knowledge Module
- 1 Internal summative assessment per Knowledge Module
- 1 Practical assessment per Practical Skill Module
- 1 Final Integrated Summative Assessment

Type of certificate awarded:

Upon successful completion of this course, students will be awarded an **Occupational Skills Programme: Conflict Management certificate from the QCTO.**

CONTACT DETAILS

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