

Conflict Management



Business success through people

21 & 22 September 2010
Midrand Conference Centre, Midrand,
Johannesburg, South Africa



Business success through people

YOUR PRESENTER

Daphne Els

Daphne has 20 years experience in human resources and business strategy as well as line management, focusing on project delivery and execution in strategy, organizational development, career development and training needs assessment and development.

Her areas of expertise are project management, acting as Skills Development Facilitator and change management. She has consulted to organisations ranging from small, to blue-chip, including governmental organisations.

Conference Programme

Conflict Management

**Is your organisation's productivity and profitability suffering due to conflict situations?
Empower your employees to manage work-related conflicts and minimize their occurrence and negative consequences.**

Negative conflict often wastes time and energy, causes stress and undermines morale, which in turn decreases productivity and profitability. This programme empowers learners to proactively establish a culture that will minimise conflict in the workplace and in relationships.

Purpose

Conflict Management is designed to enable delegates to recognise the symptoms of conflict, establish the basis of the problem and help the parties involved in conflict to agree on a solution.

Accreditation requirements

In order to be accredited against the unit standards to which the programme is aligned, learners are required to complete a knowledge assignment and compile a portfolio of evidence for assessment.

Learning materials

Each learner receives:

- A Learner Guide containing readings, activities, case studies and application guides
- A Candidate Assessment Guide containing the knowledge assignment and assessment criteria (if applicable)

Duration

Learners attend a 2-day classroom-based training workshop, and have one month to complete the assessment requirements of the programme.

NQF Level: 5

Credits: 8

Learning Outcomes

Learners will be able to:

- Monitor and diagnose actual and potential conflict situations
 - Identify and clarify sources of conflict
- Demonstrate an understanding of the various conflict handling modes
- Understand and apply the necessary communication skills to manage conflict
 - Develop and implement an action strategy to manage conflict
 - Evaluate the success of the conflict management intervention.
- Proactively establish a cooperative atmosphere in which to manage conflicts as and when they occur.

Alignment to Unit Standards

Unit Standard: Manage conflict in and amongst groups and teams; Interpret and manage conflicts in the workplace

CONFERENCE FEE:

Conflict Management

ZAR 4 500.00 excl VAT

For more information contact:

Office:

Tel: 016 985 4652/93

Charmaine de Jager

charmaine@cittraining.co.za

084 645 7304

To register [Click Here](#)

http://www.citraining.co.za/1this_reg_form.php

Please note that we reserve the right to cancel scheduled training dates should there be insufficient response and numbers.

This message may contain information that is confidential and subject to legal privilege. If you are not the intended recipient, you may not peruse, use, disseminate, distribute or copy this message. If you have received this message in error, please accept our apologies and notify the sender immediately by email, facsimile or telephone. Should you at any time wish to be removed from future circulation from **CORPORATE IMPACT TRAINING cc** please reply with the word "REMOVE" in the subject line.