



Workshop Conflict Management

NQF:	Level 0
SAQA ID:	None Accredited
DOL:	None Accredited
Credits:	0
Duration:	2 (Two) Days.

Purpose of Qualification:

This workshop is designed to assist as well as understand what is needed to ensure an effective team. Conflict can arise via multiple ways, such as cultural diversity, personal values and communication.

Programme Outline:

Devise and apply strategies to establish and maintain workplace relationships

Build teams to achieve goals and objectives

Apply the principles of ethics to improve organisational culture

Manage a diverse workforce to add value

Admission Requirements

- None.



Learning Outcomes:

- The relationship between personal values, organisational ethics, and the entity's culture is demonstrated through examples from the South African workplace
- The complexity of the conflicts between personal values and the entity's values and ethical codes is illustrated with examples from the South African workplace
- The potential impact of organisational values and culture on the entity's triple bottom line are analysed and described
- Diversity is defined in terms of differences within a unit, including difference in backgrounds, culture, beliefs, values, race, age, sex, language and education.
- Diversity is explored as a potential source of discrimination
- The implications of diversity for external and internal relationships is examined and explained with examples

Assessment Structure

To complete the programme successfully, and be awarded a certificate, learners must be found competent in all aspects of the relevant student handbook.