



NQF Level 5 | QCTO Skills Programme

Conflict Management

Elevate your team's productivity and harmony with our Conflict Management skills programme. Manage conflicts effectively and keep teams focused on real results with proven workplace techniques.

8
Credits

10
Days

NQF 5
Level



Programme Overview

This skills programme is designed to help individuals manage conflicts and keep teams focused on real results. Equip yourself with the tools to tackle workplace challenges head-on and foster a peaceful, harmonious environment.

 This qualification can be customised to fit your requirements and schedule.

Programme Purpose

Upon completion, you will be able to:

-  Identify and describe the main sources of conflict
-  Differentiate between various types of conflict
-  Employ effective strategies for conflict management
-  Resolve conflicts using proven workplace techniques
-  Formulate and execute comprehensive follow-up plans
-  Prepare detailed conflict resolution reports
-  Apply emotional intelligence in conflict resolution engagement

Who Should Attend?

This programme is ideal for:

-  Managers seeking to improve conflict resolution capabilities
-  Supervisors and Team Leaders managing workplace dynamics
-  Human Resources (HR) Personnel handling employee relations
-  Project Managers coordinating diverse teams

Knowledge Component

Conflict Fundamentals

- Topic 1: Sources of conflict
- Topic 2: Types of conflicts

Management Strategies

- Topic 3: Strategies for conflict management
- Topic 4: Techniques in conflict management

Analysis & Resolution

- Topic 5: Conflict consequences analysis
- Topic 6: Emotional intelligence in conflict resolution
- Topic 7: Components of Conflict Resolution Report

Qualification Details

SETA	QCTO
NQF Level	Level 5
Credits	8 Credits
Duration	10 Days
Code	SP-210409

 [Open this Overview in PDF](#)

Career Opportunities

-  HR Manager
-  Conflict Resolution Specialist
-  Employee Relations Advisor
-  Mediator
-  Arbitrator
-  Conciliator

Need Help?

Contact our skills programme specialists for guidance.

help@speccon.co.za

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