



Legal Name of Skills Development Provider(SDP)	Christopher Mpisi Training Pty/Ltd				
Qualification Information:	Qualification/ Curriculum Title	SAQA ID	NQF Level	Credits	Duration
	OC: Conflict Management	SP-210409	5	8	

Purpose:

The purpose of this qualification equips students with the knowledge & skills on how to effectively handle and resolve conflicts in workplaces or personal relationships. It focuses on understanding different conflict styles, communication strategies, and negotiation techniques, helping individuals manage disputes constructively and maintain positive relationships. The skills a student will obtain are as follows:

- 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 Modules:

-Knowledge Components:

- Source of conflict.
- Types of conflict.
- Strategies for conflict management.
- Techniques in conflict management.
- Conflict consequences analysis.
- Emotional intelligence in conflict resolution.