

**PROFESSIONAL SKILLS
PROGRAMMES**

CONFLICT MANAGEMENT

QUALIFICATION TYPE:
SKILLS PROGRAMME ID (SP- 210409)

TRAINING DAYS: 10

*Designed to support your
Workplace Skills Plan and
build job-ready IT capability*



Turn conflict into constructive, productive outcomes

Unresolved conflict affects performance, relationships, and team dynamics. Organisations need people who can manage conflict early, communicate effectively, and maintain a positive working environment.

This Conflict Management programme equips learners with the practical skills to identify, assess, and resolve workplace conflict. Learners develop the ability to facilitate constructive conversations, manage stakeholder needs, and support healthier, more productive teams.

On successful completion of this skills programme and successful FISA (Final Integrated Summative Assessment), learners will be awarded:

QCTO Certificate: New Venture Creation

(An accredited, credit-bearing Skills Programme certificate)

We work closely with you to understand your objectives, guide you through the requirements, and support the implementation of skills programmes that deliver real impact.



NQF LEVEL

5



CREDITS

8

WHO SHOULD ENROL?

- Organisations strengthening team dynamics and workplace relationships
- Teams working across functions, stakeholders, or high-pressure environments
- Individuals responsible for managing people, teams, or workplace interactions
- Aspiring professionals building communication and conflict resolution skills

WHAT MAKES THIS COURSE DIFFERENT?

This skills programme is designed to move you from learning to doing

- Develop practical skills to identify and manage workplace conflict
- Apply techniques in real-world scenarios that reflect team dynamics
- Facilitate constructive dialogue and support positive working relationships

WHAT IS THE ENTRY CRITERIA?

- Grade 12
- NQF Level 4

CONFLICT MANAGEMENT

SKILLS PROGRAMME

The purpose of this skills programme is to equip learners with the knowledge, skills, and competencies required to effectively manage and resolve conflict in diverse workplace and organisational settings. Learners who complete this programme will be able to identify the sources of conflict, apply appropriate conflict resolution strategies, facilitate constructive dialogue, and support the development of positive working relationships, enabling them to contribute to a productive and harmonious work environment.

The skills your team will build

These exit level outcomes show the skills you'll have built:

- Collect and analyse information relevant to conflict situations in the workplace
- Identify and analyse stakeholder needs relevant to conflict management services
- Identify and assess financial, human resource, and infrastructure needs for conflict management interventions
- Manage financial, human, and infrastructure resources to support conflict management functions
- Develop a strategic plan for establishing a conflict management service or business
- Organise and facilitate conflict management business operations

Assessment designed to show what you can do

Learners are assessed throughout the programme using a variety of methods, which may include practical tasks, written assignments, short projects, demonstrations, and presentations. Evidence of learning is collected and recorded for monitoring, feedback, and quality assurance. Where the curriculum is delivered in modules, internal summative assessments are conducted at the end of each module and results are recorded. After completing all modules, learners must complete a Final Integrated Supervised Assessment (FISA) that integrates the key outcomes of the skills programme. The FISA is implemented through one assessment process, which may be conducted using either of the following supervised methods:

Face-to-face Assessment

The FISA is conducted in person under direct supervision, using approved assessment instruments and a rubric and/or checklist to confirm that all required competencies have been demonstrated

Virtual delivery via e-assessment

The FISA may be conducted virtually via our secure e-assessment platform (Questionmark). This assessment is conducted under supervised conditions and is further strengthened through the use of proctoring, which provides real-time monitoring and verification of learner identity and assessment conditions. Proctoring enhances the integrity, credibility, and reliability of the FISA by reducing the risk of malpractice, ensuring compliance with assessment rules, and confirming that the assessment is conducted fairly, consistently, and in line with approved assessment requirements

The FISA is supervised, with a pass mark set at 75%

Let's partner for impact!

Our approach combines a deep understanding of your objectives with expert guidance on QCTO skills programmes, ensuring smooth implementation and meaningful impact in the workplace.

We'll help you get clear on the holistic implementation process

From first conversation to final assessment, you'll be supported by a team that understands how to make QCTO programmes work in practice.

Delivered your way

- Classroom | Johannesburg
- Virtual | Instructor-led
- On-site | Nationwide

Take the next step with us!

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[impactful.co.za](https://www.impactful.co.za)

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This detailed overview outlines how the skills programme is structured to develop capability progressively, from foundational knowledge, through applied practical skills, to integrated workplace experience. Each module is aligned to the credit requirements of the nationally recognised skills programme

KNOWLEDGE COMPONENTS

Module 1:

Sources of conflict

- Internal and external sources of conflict
- Individual differences (values, perceptions, attitudes)
- Interpersonal and group dynamics
- Organisational structures, policies, and processes
- Communication breakdowns
- Resource scarcity and competing priorities

Module 2:

Types of conflicts

- Intrapersonal conflict
- Interpersonal conflict
- Intragroup conflict
- Intergroup conflict
- Task related vs relationship related conflict
- Functional vs dysfunctional conflict in the workplace

Module 3:

Strategies for conflict management

- Voiding strategy
- Accommodating strategy
- Competing strategy
- Compromising strategy
- Collaborating strategy
- Selection of strategies based on context and stakeholders

Module 4:

Techniques in conflict management

- Active listening techniques
- Assertive communication
- Negotiation techniques
- Mediation processes
- Problem solving approaches
- Facilitation techniques for difficult conversations

Module 5:

Conflict consequences analysis

- Impact of unresolved conflict on individuals
- Impact on team performance and morale
- Impact on productivity and organisational culture
- Legal, ethical, and reputational implications
- Benefits of effectively managed conflict

Module 6:

Emotional intelligence in conflict resolution

- Self-awareness and self-management
- Social awareness and empathy
- Emotional triggers and regulation
- Managing emotions under pressure
- Emotional intelligence as a conflict prevention tool

Module 7:

Components of conflict resolution report

- Purpose of a conflict resolution report
- Key sections and required information
- Objective vs subjective reporting
- Recording facts, actions, and outcomes
- Confidentiality and ethical considerations
- Reporting in line with organisational procedures

APPLICATION COMPONENTS

Module 1:

Apply teamwork in conflict resolution process

- Roles and responsibilities in a team context
- Collaborative problem-solving techniques
- Managing diverse viewpoints
- Building consensus during conflict resolution
- Promoting respectful engagement and inclusion

Module 2:

Profile a conflict at a workplace

- Identifying parties involved
- Defining the nature and scope of the conflict
- Establishing the workplace context
- Documenting events and behavioural indicators
- Gathering relevant information objectively

Module 3:

Analyse a conflict profile and determine the causes of conflict

- Root cause analysis techniques
- Identifying contributing and underlying factors
- Linking causes to conflict types
- Assessing power dynamics and relationships
- Validating information through stakeholder engagement

Module 4:

Determine and implement appropriate conflict management strategies

- Matching strategies to conflict type and context
- Assessing risks and potential outcomes
- Planning intervention steps
- Implementing selected strategies ethically and fairly
- Monitoring progress during implementation

Module 5:

Select and apply conflict resolution techniques

- Choosing appropriate resolution techniques
- Applying communication and negotiation skills
- Managing resistance and emotional responses
- Facilitating agreement between parties
- Ensuring mutual understanding and commitment

Module 6:

Analyse and profile conflict consequences

- Evaluating short and long term consequences
- Measuring impact on individuals and teams
- Reviewing organisational implications
- Identifying lessons learned
- Recommending preventative actions

Module 7:

Apply emotional intelligence in conflict resolution engagement

Module 8:

Compile and implement conflict resolution follow up plan

- Defining follow up objectives
- Establishing corrective and preventative actions
- Assigning responsibilities and timelines
- Monitoring behaviour and performance changes
- Reviewing effectiveness of resolution efforts

Module 9:

Compile conflict resolution report

- Documenting the conflict process accurately
- Recording strategies and techniques applied
- Reporting outcomes and agreements reached
- Aligning reports with organisational and legal requirements
- Submitting and storing reports appropriately