

Use communication skills to handle & resolve conflict in the workplace

Detailed course content as per SAQA requirements



The following document contains detailed course content as per SAQA requirements. AIR Training, Consulting & Services fully adheres to SAQA legislation. This information may also be retrieved from SAQA.

Use communication skills to handle and resolve conflict in the workplace

Unit Standard Number: 9533

NQF Level: 03

Credits: 3

PURPOSE OF THE UNIT STANDARD:

Identify a conflict situation and communicate in such a way that the conflict can be resolved in a constructive manner.

SPECIFIC OUTCOMES AND ASSESSMENT CRITERIA:

SPECIFIC OUTCOME 1

Demonstrate an understanding of different conflict situations in the workplace:

- Different conflict situations that occur in the workplace are listed.
- Examples of conflict situations are given and the conflicts described.
- Role-players in conflict situations are listed.
- Reasons why conflict occurs are listed and discussed.

SPECIFIC OUTCOME 2

State and explain the difference between feelings and actual problems (contents):

- Behaviour of different people in a conflict situation is discussed.
- Own feelings when in a conflict situation are discussed.
- Own behaviour when in a conflict situation is discussed.
- The process of reaction in a conflict situation to solving the problem is demonstrated through exercises.

SPECIFIC OUTCOME 3

Handle and resolve a conflict in the workplace:

- Methods to resolve conflict are identified and explained.
- Conflict situations and possible methods of resolving the conflict are demonstrated by means of a role-play.