



Staffing • Training • Safety • Payroll

COURSE INFORMATION

Conflict Resolution

Equip participants with the skills required to identify and manage the resolution of personal conflict between persons or parties. (The main focus will be on the workplace although the same principles can be used elsewhere)

Course Details:
Duration: 1 Day
Accredited: No
Certification: Attendance
Minimum Group: 3
Maximum Group: ∞
Unit Standard: Based on 114226
NQF: 3

Course Outline:

1. Describing the main sources of conflict
2. Describing appropriate techniques to manage conflict
3. Implementing a strategy to resolve conflict
4. Developing the attributes of a good conflict manager

086 100 77 42

WWW.SRG.CO.ZA

What a Pleasure!