



Elsabé Manning

Elsabé Manning | 082 513 6312 | elsabe@elsabemanning.co.za

CONFLICT MANAGEMENT COURSE

Workplace conflict is any disagreement, tension, or clash between people at work — over tasks, decisions, working styles, resources, personalities, values, or goals. It can happen between two colleagues, within a team, or between departments, and it can be quiet friction (someone avoiding another person, passive-aggressive comments) or open confrontation (heated arguments, formal complaints).

COMMON SOURCES INCLUDE:

1. Task conflict — disagreement about how work should be done, priorities, or standards
2. Relationship conflict — personality clashes, communication style differences, or personal friction.
3. Process conflict — disagreement over roles, responsibilities, or how decisions get made.
4. Resource conflict — competition over budget, time, staff, or credit.
5. Values conflict — differing views on what's fair, ethical, or important.

WHY CONFLICT NEEDS TO BE MANAGED RATHER THAN IGNORED:

1. It affects productivity. Unresolved tension distracts people, slows decision-making, and can grind collaboration to a halt.
2. It damages morale and retention. Chronic conflict is one of the top reasons people disengage or quit. Left unaddressed, it erodes trust in leadership and the organisation.
3. It can escalate. Small unresolved issues tend to compound — a minor disagreement can grow into a grudge, a toxic team dynamic, or even a legal/HR issue (harassment, discrimination claims) if not addressed early.

4. It spreads. Conflict between two people rarely stays contained; it affects team mood, pulls in bystanders, and can polarize a whole department ("sides" forming).
5. It wastes management time and money. Studies consistently show managers spend a significant chunk of their week dealing with conflict-related issues — time that could go toward actual work.
6. Well-managed conflict can actually be productive. Not all conflict is bad — task-related disagreement, when handled well, can surface better ideas, challenge groupthink, and lead to stronger decisions. The goal usually isn't to eliminate conflict entirely, but to keep it constructive rather than destructive.

The aim of managing conflict isn't to suppress every disagreement — it's to create norms and processes (open communication, clear roles, fair mediation, psychological safety) so that disagreement leads to better outcomes instead of resentment or dysfunction.

LEARNERS WILL BE ABLE TO:

1. Identify and describe the main sources of conflict.
2. Distinguish types of conflicts.
3. Apply appropriate strategies to manage conflict.
4. Resolve conflict using appropriate techniques in the workplace.
5. Develop and implement follow-up plans.
6. Compile conflict resolution reports.

COURSE OUTLINE

1. Sources of conflict.
2. Types of conflicts.
3. Strategies for conflict management.
4. Techniques in conflict management.
5. Conflict consequences analysis.
6. Emotional intelligence in conflict resolution.
7. Components of a Conflict Resolution Report.

SKILLS PROGRAMME DOCUMENT						
Skills Programme Title		Conflict Management				
NQF Level	5	Credits	8	Duration in days	10 Days	
Skills Programme ID Number		SP-210502				
Skills Programme Status	Approved	Start Date		End Date		
		11/05/2021		11/05/2026		
Last date for enrolment	11/05/2027	Last date for achievement		11/05/2030		

SKILLS PROGRAMME DETAILS

Title	Conflict Management
Sub Title	Human Resources Management
NQF Level	05
Duration	10 days
Credits	8
Quality Assuring Body	Quality Council for Trades and Occupations (QCTO)
Skills Rationale	There is no skills program already registered by QCTO. Conflict in the workplace negatively affect the productivity and quality of work. Effective and efficient management of conflicts to create peace and harmony in the workplace (on a prevention basis). A qualified learner will be able to: - 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
Related registered qualification/s	Further Education and Training Certificate: Leadership Development – 50081 (NQF Level 4) National Certificate: Conflict Management and Transformation - 49257 (NQF Level 5)
Purpose	To identify and manage the resolution of conflict between persons or parties in the workplace. A qualified learner will be able to: - 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	
Content	<u>Knowledge component</u> Topic 1: Sources of conflict. Topic 2: Types of conflicts Topic 3: Strategies for conflict management. Topic 4: Techniques in conflict management. Topic 5: Conflict consequences analysis Topic 6: Emotional intelligence in conflict resolution Topic 7: Components of Conflict Resolution Report	<u>Application component</u> <u>Topic 1:</u> Apply teamwork in conflict resolution process. Topic 2: Profile a conflict at a workplace. Topic 3: Analyse a conflict profile and determine the causes of conflict Topic 4: Determine and implement appropriate conflict management strategies Topic 5: Select and apply conflict resolution techniques Topic 6: Analyse and profile conflict consequences Topic 7: Apply emotional intelligence in conflict resolution engagement Topic 8: Compile and implement conflict resolution follow up plan Topic 9: Compile conflict resolution report
Minimum entry requirements	NQF Level 4 or equivalent	
Exit Level Outcomes	- Identify and describe the main sources of conflict.	

	- Analyse and evaluate conflict submission by affected parties - 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 - Communicate effectively with an employer and employees with regard to conflict issues.
Assessment	Continuous Assessment Written Test Portfolio of Evidence Practical is evaluated continuously Supervised Assessment Written Examination, 3 hours Final Mark= (Test (30%) + PoE (20%) + Examination (50%))
Recognition of Prior Learning (RPL)	• Learners will gain access to the skills programme through RPL for Access as provided for in the QCTO RPL Policy. RPL for access is conducted by an accredited institution, skills development provider or workplace accredited to offer that specific skills programme. • Learners who have already acquired competencies of modules of a skills programme will be exempted from modules through RPL. Such learners will be awarded credits towards the skills programme. • Learners who complete this skills programme will accumulate credits towards the relevant full or part qualification. The Credit Accumulation and Transfer (CAT) Policy shall apply to these learners

Work Opportunities/further learning	After completion of the course learner's will have knowledge on how to deal with conflict in the workplace and elsewhere. The learners will be upskilled on a regular basis as and when there is changes within the Industry. Certificate in Conflict Resolution, NQF Level 5.
Skills Development Provider Accreditation Requirements	a) Facilitator: NQF Level 5 qualification in HRM b) Moderator: NQF Level 5, with 3 years relevant working experience. Fully furnished classroom, with OHS compliance, light, ventilation.