

CONFLICT MANAGEMENT

DESCRIPTION	UNIT STANDARD	UNIT STANDARD TITLE	LEARNING OUTCOMES	DURATION (DAYS)	NQF LEVEL	CREDIT
CONFLICT MANAGEMENT	114226	Interpret and manage conflicts within the workplace	Describing the main sources of conflict	2	5	8
			Describing appropriate techniques to manage conflict			
			Implementing a strategy to resolve conflict			
			Developing the attributes of a good conflict manager			