



CONFLICT MANAGEMENT

This course is intended for all persons who need to interpret and manage conflicts within the workplace. The person qualifying from this course is able 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.

The Student would gain competencies from this course to be capable of:

- Describing the main sources of conflict.
- Describing appropriate techniques to manage conflict.
- Implementing a strategy to resolve conflict.
- Developing the attributes of a good conflict manager.