SA BUSINESS SCHOOL



CONFLICT MANAGEMENT & DIFFICULT CONVERSATIONS

COURSE OUTLINE

UNIT STANDARD

9533; 12433

COURSE OVERVIEW

This course is intended for people in the manufacturing and engineering fields, particularly those in supervisory and senior technical roles. It develops the ability to use effective oral and written communication techniques, identify conflict situations, and communicate constructively to resolve conflict.

Lead change. Build stronger teams. Drive lasting impact.

USE COMMUNICATION SKILLS TO HANDLE AND RESOLVE CONFLICT IN THE WORKPLACE

(Unit Standard 9533)

- Demonstrate an understanding of different conflict situations in the workplace
- State and explain the difference between feelings and actual problem (contents)
- Handle and resolve a conflict in the workplace

USE COMMUNICATION TECHNIQUES EFFECTIVELY

(Unit Standard 12433)

- Communicate at work
- Collect and use information
- Communicate with clients
- Compile feasibility and commissioning reports
- Write a technical report
- Communicate in an assertive manner with clients and fellow worker

DURATION
3 DAYS

CREDITS
11 CREDITS

DELIVERY METHOD
ONLINE, BLENDED AND INSTRUCTOR-LED LEARNING