

## Conflict and Change Management

SAQA ID: SAQA ID: 59201 (L.P. 60269) - NQF L5 worth - 28 Credits

ETQA: Recommended duration | 10 days | Maximum Duration: 3 months

Full Qualifications - (This programme is accredited by the Sector Education and Training Authority (Sseta), 28 credits are earned toward a full qualification.

### Overview

Most people have had the task of contributing to the effectiveness of their own lives or work life while maintaining high morale. Today, these roles often have to be balanced off with the reality of implementing changes imposed by the working world or by your own lifestyle. People who have an understanding of the dynamics of change are better equipped to analyze the factors at play in their own particular circumstances, and to adopt practical strategies to deal with resistance. This programme will help you deal with change and will give you strategies to bring back to where you ought to be.

Code Unit	Title	Duration (days)
<b>Subject/Module 2: Professional Conflict and Change management – 1<sup>st</sup> Semester</b>		
252031	Apply the principles and concepts of emotional intelligence to the management of self and others	1.5
252021	Formulate recommendations for a change process	3
117853	Conduct negotiations to deal with conflict situations	3
114226	Interpret and manage conflicts within the workplace	2.5
<b>POE and Project Submissions (Submissions 12-14 days effective from start of programme)</b>		
FAHR	Formative assignments (after each module)	4
SAHR	Summative assignments (after each module)	4
FISAHR	Final Integrated Summative Assignment	4

\*\*Should students or clients require the Conflict Management Programme to be facilitated in the 2<sup>nd</sup> or 3<sup>rd</sup> semester, the student/s or client/s may email us on [support@talentoftomorrow.com](mailto:support@talentoftomorrow.com) and one of our support staff will contact you.