

Conflict / Change Management and Risk Management

1. Overview

The broad aim of this programme is to outline conflict situation which are common in the work situation. It is thus important for managers to become familiar with the principles, processes and techniques of conflict management and negotiations.

Solid management skills can have a significant impact on your workplace effectiveness. Leadership and management skills can be developed and to assist managers in being more effective and productive to their organisation.

The ability to manage risk is an invaluable skill that will help businesses to approach future decisions more confidently. With the uncertain economic times, we've experienced in South Africa in the past few years, it has become increasingly important to manage risk and solve work related problems through structured meeting.

2. Programme Outcome:

- The concept of risk and why it can be detrimental to success
- Risk factors in a unit that can affect performance
- The role of policies and procedures in the work area
- Creating a risk assessment plan
- Looking at contingency strategies and communicating plans to stakeholders
- Distribute contingency plans and store it in accordance with the entity's risk
- Test your contingency plans in accordance with the entity's standards
- Document recommendations on improvements and revise contingency plans to incorporate in accordance with the entity's policies and procedures
- The nature of change and its impact on organisational sustainability are explained
- The need for change is motivated by identifying the benefits of change for a unit
- Analyse an area requiring the implementation of change process
- The results of a SWOT or other suitable analysis are presented to substantiate the argument in favour of a change process
- Select a model for implementing a change management process
- The characteristics of two change models are described with reference to their appropriateness for different change processes
- The reasons for selecting the model are described with reference to the findings of the analysis
- Problem definition
- Causal analysis
- Alternative approaches
- Selection of solution
- Implementation and Monitoring plan
- Cost benefit analysis
- Pareto analysis
- Star-bursting
- Decision tree analysis
- McKinsey 7's Framework

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

Qualification:	Certificate of Completion
Duration:	5-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0066
SAQA US:	114226, 252021, 252025, 242816, 242817
NQF Level:	5
Credits:	37
Entry Requirements:	Communication & Mathematical Literacy at NQF 4
Training Options:	Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location. Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions. Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.
Minimum Learners Required:	(1) Online, (1) Blended & (1) Face-to-face

3. Programme Content

- **(114226 US):** Interpret and manage conflicts within the workplace
- **(252021US):** Formulate recommendations for a change process
- **(252025 US):** Monitor, assess and manage risk
- **(252816 US):** Analyse the impact of a visual merchandise display
- **(252817 US):** Solve problems, make decisions and implement solutions

4. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

We trust that the above is in order and look forward to hearing from you for Implementation

5. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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