

Conflict, Diversity & Change Management

1. Overview

This programme equips managers and team leaders with the knowledge, skills, and attitudes required to effectively manage diversity, resolve workplace conflict, and formulate change management recommendations that enhance team performance and organisational adaptability.

Participants will develop the ability to understand human dynamics, leverage diversity as a strength, apply conflict resolution techniques, and implement structured approaches to organisational change in line with strategic objectives.

2. Programme Outcome:

- Identify sources of workplace conflict and apply strategies to resolve them constructively
- Demonstrate the attributes and techniques of an effective conflict manager
- Recognise and value diversity in the workplace as a source of innovation and productivity
- Manage diverse teams by respecting individual differences and promoting inclusion
- Address and resolve disagreements and conflicts arising from diversity
- Demonstrate knowledge of change management principles and analyse areas requiring change
- Select suitable change models and formulate actionable recommendations for implementation
- Align conflict management, diversity management, and change processes with organisational goals

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0997

SAQA US:

114226, 252043, 252021

NQF Level:

5

Credits:

29

Entry Requirements:

Communication & Mathematical Literacy at NQF 4

Training Options:

Online - Each participant will receive the programme materials and resources are emailed to the participants. 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 the learning material by email to the participant. 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.

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

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 Participants Required: (1) Online, (1) Blended & (1) Face-to-Face

3. Programme Content

- **(114226 US):** Interpret and manage conflicts within the workplace
- **(252043 US):** Manage a diverse work force to add value
- **(252021 US):** Formulate recommendations for a change process

4. Topics

Module 1: Interpret and Manage Conflicts within the Workplace

- Understanding conflict: definitions, sources, and types
- Common causes of workplace conflict (communication breakdowns, values, goals, roles)
- The stages of conflict escalation
- Conflict management styles and approaches (avoidance, collaboration, compromise, etc.)
- Communication and emotional intelligence in conflict situations
- Strategies for mediation and negotiation in the workplace
- Developing conflict management plans
- The role of policies and procedures in handling conflict
- Attributes and ethical conduct of a good conflict manager
- Post-conflict reflection and follow-up

Module 2: Manage a Diverse Workforce to Add Value

- Defining workplace diversity: culture, gender, age, language, ability, and background
- The value and benefits of a diverse workforce
- Stereotyping, prejudice, and discrimination – identifying and addressing bias
- Inclusive leadership and communication practices
- Managing team dynamics in a diverse environment
- Policies, legislation, and codes of practice supporting diversity (e.g., EE Act, Labour Relations Act)
- Techniques for resolving diversity-related conflicts.
- Building trust and respect in multicultural teams
- Strategies for leveraging diversity to improve innovation and problem-solving
- Monitoring and evaluating diversity management initiatives

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

Module 3: Formulate Recommendations for a Change Process

- Understanding change and the need for adaptability
- The drivers of change: economic, technological, social, and organisational factors
- The psychology of change – individual and group responses
- Change management models (Lewin's, Kotter's, ADKAR, etc.)
- Conducting a change needs analysis
- Stakeholder engagement and communication planning.
- Developing recommendations for change implementation
- Managing resistance to change
- Evaluating and monitoring the effectiveness of change processes
- Embedding change into organisational culture

5. 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.

6. 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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