

Strategic Leadership and Conflict Management

1. Overview

This programme equips managers and leaders with the skills to assess organizational practices, implement industry best practices, and manage workplace conflict effectively. Participants will learn to enhance operational efficiency and sustainability by evaluating current processes and adopting proven strategies.

The programme also focuses on conflict management skills to foster a harmonious and productive work environment. Real-world scenarios and case studies will be used to deepen understanding and practical application.

2. Programme Outcome

- Apply best practice principles effectively within an organizational setting
- Assess current organizational practices against recognized industry standards
- Formulate recommendations for integrating best practices within a department or unit
- Develop and execute actionable plans to implement best practices in operations.
- Identify and analyze potential sources of workplace conflict
- Utilize appropriate techniques to manage and resolve conflicts efficiently
- Implement strategies to reduce the negative impact of conflict on the organization
- Enhance personal skills and attributes to become a proficient conflict manager

Qualification:

Certificate of Completion

Duration:

2-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0654

SAQA US:

252024 & 114226

NQF Level:

5

Credits:

12

Entry Requirements:

Communication & Mathematical Literacy at NQF 4

Training Options:

Online - Each participant will receive training resources, which contains all programme materials and resources. 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.

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) Face-to-face

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

3. Programme Content

- **(252024 US):** Evaluate current practices against best practice
- **(114226 US):** Interpret and manage conflicts within the workplace

4. Topics

- **Understanding Best Practices:** Recognizing and assessing practices that improve operational efficiency
- **Analysing Current Practices:** Identifying gaps and opportunities for process improvement
- **Formulating Implementation Plans:** Creating actionable strategies to integrate best practices
- **Identifying Sources of Conflict:** Examining common causes of workplace disputes
- **Conflict Management Techniques:** Applying strategies to effectively resolve and manage conflicts
- **Developing Conflict Management Skills:** Strengthening personal abilities to handle workplace disagreements

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.

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