

Interpret and manage conflicts within the workplace

114226

Purpose of this Unit Standard

Interpret and manage conflicts within the workplace

Learners credited with this unit standard are able to:

- Describing the main sources of conflict
- Describing appropriate techniques to manage conflict
- Implementing a strategy to resolve conflict
- Developing the attributes of a good conflict manager

Learning Assumed To Be In Place And Recognition Of Prior Learning

- Communication at NQF Level 4 or equivalent
- Mathematical Literacy at NQF Level 4

Outcomes

SO1: Describe the main sources of conflict.

SO2: Explain appropriate techniques in conflict management.

SO3: Describe the appropriate action plan and strategies to manage conflict.

SO4: Explain the attributes of an effective conflict manager.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
114226	5	8	Interpret and manage conflicts within the workplace

Duration: 2-days

Content

Textual Features and Conventions

- Producing Texts Specific to A Particular Function in A Business Environment
- The Implications of Not Following the Industry Specific or Legislative Requirements for A Specific Type of Text
- Terminology and Conventions Specific to A Particular Function in A Business Environment

Identifying and Collecting Information Needed to Write Text

- Identification of The Intended or Incidental Audience
- The Purpose of The Text Is Identified
- Questions to Ask During Information Gathering
- Assessing Information Required for Writing A Document
- Checking Information Accessed for Accuracy, Bias, Stereotypes, And Other Offensive Details
- Deciding on Information to Be Included in A Document
- Creation of A Checklist to Facilitate Reflection and Editing

Composing Text Using Plain Language

- Selecting A Format and Structure Appropriate for The Intended Audience and Function.
- Identifying the Main Points and Supporting Details to Be Included in The Text
- Writing the First Draft

Organising and Structuring a Text

- Checking the First Draft to Ensure That Appropriate Grammar Has Been Used and Rewritten in Plain Language
- Ways of Presenting Information
- Interpreting Terms and Jargon
- Sequencing A Document to Logical and Meaningful Manner

Presenting A Written Text for A Particular Function

- Selecting Text Type and Format
- Use of Layout and Formatting Techniques
- Evaluation and Proof Reading of Information in A Document