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| Title: | **Understanding conflict management in the workplace**  |
| Level: | **3** |
| Credit value: | **1** |
| Unit guided learning hours | **4** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Understand conflict management in the workplace
 | 1.11.21.31.41.5 | Identify causes of conflict at workDescribe the stages in the development of conflictExplain the effects of conflict on individual and team performance at workExplain any recognised technique a manager could use to minimise and resolve conflict in the workplaceDescribe how a manager could promote a positive atmosphere in order to minimise the adverse effects of conflict |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop knowledge and understanding of managing conflict and supporting individuals as required by a practising or potential first line manager. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Management & Leadership 2008 NOS: D1 |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | Council for Administration (CfA) |
| Equivalencies agreed for the unit (if required) | M3.14 – Managing conflict in the workplace |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Possible causes of internal conflict, e.g. personal versus business objectives/values
* Causes of interpersonal friction at work, including bullying and harassment
* The effects of conflict on performance and the individual at work
* Stages in the development of conflict
* The manager’s responsibility in minimising and resolving conflict, and techniques to achieve this
* Ways to create harmony at work and engender a positive atmosphere
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