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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 | | | 1.1  1.2  1.3  1.4  1.5 | Identify causes of conflict at work  Describe the stages in the development of conflict  Explain the effects of conflict on individual and team performance at work  Explain any recognised technique a manager could use to minimise and resolve conflict in the workplace  Describe 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 | | | |