	Unit ID: E028
Domain	**ELECTRONICS**
Title:	**Manage conflicts in the workplace**
Level: 5	**Credits: 3**

Purpose

This unit standard specifies the competencies required to manage conflicts in the workplace. It includes describing the main sources of conflict, explaining appropriate techniques in conflict management, describing the appropriate action plan and strategies to manage and explaining the attributes of an effective conflict manager. This unit standard is intended for those who work as electronics supervisors.

Special Notes

1.   Entry information:

      Prerequisite
      • none

2.   To demonstrate competence, minimum evidence of the ability to: describe the main sources of conflict, explain appropriate techniques in conflict management, describe the appropriate action plan and strategies to manage conflict, explain the attributes of an effective conflict manager at least one conflict scenario is required

3.   Assessment evidence may be collected from a real or a simulated workplace in which electronics operations are carried out.

6.   Regulations and legislation relevant to this unit standard include the following:
      •   Labour Act, No. 11, 2007
      •   Occupational Health and Safety Regulations No. 18, 1997and
      • all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Describe the main sources of conflict

Performance Criteria

1.1   A list of possible sources of conflict, including perceptions and assumptions, is drawn up with examples of where they are most likely to occur.

1.2   Positive and negative characteristics of conflict in the workplace are discussed with examples.

1.3   Organisational conflict modes are explained with examples.

1.4   Conflict, which may arise in personality types, can be described, using transactional analysis.

Element 2: Explain appropriate techniques in conflict management

Performance Criteria

2.1   The various business conflict modes are discussed with examples.

2.2   Useful steps to be taken to manage conflict are explained with examples.

2.3   The route, which conflicts normally follow toward resolution, can be described with examples.

Element 3: Describe the appropriate action plan and strategies to manage conflict

Performance Criteria

3.1   Methods available to resolve conflict in terms of the Labour Relations Act are listed with examples.

3.2   Strategy to resolve a particular conflict is chosen with a justification for the choice of strategy.

3.3   The need to adopt action plans and adapt them to a particular conflict is demonstrated with examples.

3.4   The role of policies and procedures in place in the organisation are explained in terms of their role in preventing and/or resolving conflicts.

Element 4: Explain the attributes of an effective conflict manager

Performance Criteria

4.1   Personal attributes of a good conflict manager can be listed with examples of how each characteristic contributes to conflict resolution.

4.2   A skills audit is done by the learner to identify the skills he/she needs to develop to be an effective conflict manager are identified.

4.3   The negative attributes which should be avoided or controlled by an effective conflict manager are listed with an explanation of the negative effect each has on the resolution of conflict.

Registration Data

Subfield:	Electrical Engineering
Date first registered:	
Date this version registered:	
Anticipated review:	
Body responsible for review:	Namibia Training Authority