

# Access to H.E. National Programme Unit



Unit Title:	Managing Conflict in the Workplace		
Graded Unit Code:	GA33MAN01	Ungraded Unit Code:	UA33MAN01
Pathway(s):	Business and Management Construction and the Built Environment Hospitality, Leisure and Tourism Humanities and Social Sciences		
Module(s):	Management		
Level:	3	Credit Value:	3
Valid from:	1 <sup>st</sup> August 2014	Valid to:	31 <sup>st</sup> July 2028

**The following QAA grade descriptors must be applied if you are delivering the graded version of this unit:**

1	Understanding of the subject
2	Application of knowledge
7	Quality

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Understand the causes and effects of conflict in the workplace	1.1 Explain the types of behaviour and actions which can indicate that there is potential for conflict
	1.2 Describe factors which can lead to conflict and determine likely causes of conflict from case study material
2. Understand the principles and techniques of conflict management	2.1 Explain how a problem solving planned approach can overcome the instinctive (fight, flight, freeze) reactions
	2.2 Describe informal and formal methods for conflict resolution and steps which the manager could take to resolve the situation

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LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
	2.3 Outline the stages to be followed when attempting to resolve a dispute without recourse to outside mediation