Access to Higher Education Unit

This unit forms part of an Access to HE Diploma. If delivering the graded version of this unit, please refer to the Provider Handbook for details on grading descriptors and the application of these across units within your programme.

Unit Title: Managing Conflict in the Workplace

Graded Unit Reference Number: GA33MAN01

Ungraded Unit Reference Number: UA33MAN01

Module: Management

Level: Three (3)

Credit Value: Three (3)

Minimum Guided Learning Hours: 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
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
	2.3 Outline the stages to be followed when attempting to resolve a dispute without recourse to outside mediation

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