



## TOPIC FOR DISCUSSION:

- Use communication skills to handle and resolve conflict in the workplace  
Unit Standard no: 9533

## ACTIVITIES TO BE DONE:

- Classroom learning
- Group Exercises
- Role Play
- Formative and Summative Assessment

## POINTS TO BE COVERED:

- Different conflict situations that occur in the workplace
- Difference between feelings and the actual problem

## OUTCOMES OF WORKSHOP:

At the end of the 3 days learners will be able to:

- List conflict situations in the workplace
- Describe examples of conflict situations that occur
- Identify role-players in conflict situations
- List reasons why conflict occurs
- Identify behaviour of different people in conflict situations
- List own feelings and behaviour in conflict situations
- Demonstrate resolving conflict through problem solving by means of exercises and role plays