



## Conflict Management QQI Level 6 6N2775

### Course Outline

This continuous professional development (CPD) programme is aimed at professionals who wish to develop their leadership skills. Participants will gain an understanding of leadership roles and they will develop their skills and knowledge to lead, supervise and to manage resources effectively to achieve organisational and personal goals. Participants will evaluate different leadership styles and roles and how they would be applied in different settings.

This course aims to enhance your ability to lead other people effectively in order to achieve work or organisational goals. In order to make the programme more effective, participants have the option of using real work situations or case studies in their assignments.

This (CPD) programme is aimed at professionals of all levels who would like to improve their leadership skills and for organisations who wish to develop talent from within.

#### **On completion of this QQI Level 6 Conflict Management programme participants will be able to:**

- Recognise the role, function and forms of expression associated with conflict.
- Explore a variety of theoretical frameworks.
- Develop a detailed strategy for managing problems to include solving, negotiation and mediation.
- Apply a variety of conflict management styles.
- Develop increased confidence when dealing with conflict situations.
- Demonstrate awareness of the link between the personal style of managing conflict and managing conflict in their organisation.
- Distinguish between conflict management and conflict resolution.
- Critically analyse the strengths and weaknesses associated with their personal (typical) conflict management response.

**Duration:** 5 days

**Assessment:** Assignment - 30%, Project - 50% & Learner Record - 20%

**QQI Certification:** On successful completion of all course assessments participants will receive a QQI certificate in Conflict Management - 15 credits on the National Framework of Qualifications.

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