

Conflict Management

Workplace conflict is inevitable when employees of various backgrounds and different work styles are brought together for a shared business purpose. Conflict can occur when employees with different backgrounds and priorities work together. Conflict can be expressed in numerous ways such as insults, non-cooperation, bullying and anger. Its causes can range from personality clashes and misunderstood communication to organisational mismanagement. The negative effects of workplace conflict can include work disruptions, decreased productivity, project failure, absenteeism, turnover and termination.



This course hopes to bridge the gap, especially for the older generation or practitioners and professionals. The target markets are the general businesses including the retails business, F&B frontline staff and also the kitchen staff. It is imperative that enterprises act swiftly, so that they do not fall behind their collaborative competitors in the industry. To this end, it is imperative that businesses up skill and equip themselves to manage workplace conflict, ways to communicate an organisation's conflict resolution procedures and how to measure the effectiveness of those procedures.

Course Objective

Upon completion of the course, the candidates will be able to:

- Describe signs, stages and causes of conflicts with individuals or groups of people
- Describe what is conflict taking into consideration social and cultural differences of parties involved
- Name the legal and ethical considerations relating to conflict resolutions
- List the organisational policies and procedures which provide clarification or assistance in conflict resolution
- Describe potential areas of conflicts with team members
- State the methods to resolve conflicts and manage team conflicts effectively
- Describe the individual roles and accountabilities for resolving conflicts within the team, key issues within a conflict situation and team member roles and accountabilities for resolving conflicts within the team

Course Content

1. Identify and Address the Causes of Conflict
2. Create a Positive Climate for Resolving Conflicts

Delivery Method and Assessment

Training delivery is a combination of lectures and group discussion. Assessment consists of practical performance (PP) and oral questioning (OQ).

Entry Requirements

- 'N' level/'O' level qualification and above and be able to read and write English at a proficiency level equivalent to the ES WSQ WPL level 3/'N' level.
- At least 3 years working experience in the supervisory/team leader role.

Duration

8 Hours (1 day)

Certification

Upon successful completion of the programme, candidate will be awarded with WSQ Statement of Attainment (SOA) in Conflict Management by SkillsFuture Singapore (SSG).

Teacher and Student Ratio

1:15(max)

SELF-SPONSORED		
Full fee	Fee after funding	
\$280.00	SINGAPORE CITIZENS AND PR Aged ≥ 21 years	SINGAPORE CITIZENS Aged ≥ 40 years Mid-Career Enhanced Subsidy (MCES)
	\$140.00	\$84.00
COMPANY-SPONSORED		
Funding Type	SME Enhanced Training Support for SMEs (ETSS)	NON-SME
Course Fee Subsidy *		
SINGAPORE CITIZENS AND PRs Aged ≥ 21 years	\$84.00	\$140.00
SINGAPORE CITIZENS Aged ≥ 40 years	\$84.00	
Absentee Payroll Funding		
For training conducted outside working hours, AP funding is given to the employers to defray the overtime pay that was paid to their employees. Hence to qualify for AP funding, employers must have in place a Human Resource (HR) policy which provides for the payment of overtime pay to employees for these training hours and pay their employees overtime pay for these hours, in accordance with the HR policy.		
SINGAPORE CITIZENS AND PRs	capped at \$4.50 per hour	

*Final funding amount subject to sponsored employee criteria being met.

Note:

1. For more information on SFEC, eligibility criteria and the guide to claim SFEC, please refer to <https://www.enterprisesg.gov.sg/financial-assistance/grants/for-local-companies/skillsfuture-enterprise-credit>.
2. Find out more about Absentee Payroll at <https://www.enterprisejobskills.gov.sg/content/upgrade-skills/course-fee-and-absentee-payroll-funding.html>.