



QQI AWARD

Book online!

forustraining.ie



6N2775



15 Credits

Conflict Management

Level 6

What is Conflict Management?

Conflict Management is a mandatory module. This course is designed for people currently working in the community and voluntary sector. It will also be useful to those in a relevant HR department or anybody engaged in mediation. In the course, learners can expect to explore the nature of conflict; why not all conflict is bad, and how to overcome potential barriers that conflict can lend itself to; they will also investigate varying conflict management styles, such as: Accommodating, avoiding, compromising, collaborating, and competing. It can also be completed as part of the following major award:

- Level 6 Health Services Supervisory Management Skills 6M4978

Who should do this module?

Conflict Management is suited to those who are new to their role or wish to gain a valuable qualification and find a job in this sector.



Programme Contents

- What is Conflict?
- Expression of Conflict
- Conflict Management and Conflict Resolution
- Conflict Management and Conflict Resolution
- Methods for Managing Conflict Problems
- Styles of Negotiation
- Styles of Mediation
- Conflict Interventions
- Methods of Intervention
- Conflict Management Skills
- Conflict in Group or Organisational Contexts
- Analytical Framework
- Conflict Management Styles

Contact us



+044 934 9400



hello@forustraining.ie

Castle House, Castle Street,
Mullingar, Co. Westmeath,
N91 Y896

Course Delivery - You have 3 options;

Self-Paced - You can start today

- Enjoy one to one Trainer support through Zoom, choose whether to have your learner pack posted to your home - (€25 optional if opting for the printed pack).
3 x 30 minute check-in / progress sessions with your trainer.

Blended - Learn with a group online

- Each module is delivered over 7 weeks through a blend of hour long online self directed learning and live Zoom sessions. Your learner pack is posted to your home.

Classroom - Traditional location-based training

- Have the course run at your organisation, book a local training room or attend one of our public courses. Each module is delivered in 3 hour sessions over a period of 7/8 weeks. We can tailor the sessions to your organisational requirements.

Entry Requirements

Applicants who hold a Level 5 Certificate, Leaving Certificate (or equivalent) or who have relevant life experience are eligible to apply for this module. Please provide details and attach a copy of CV or Certificate. Learners must reside or be based in Ireland.

Assessment and Certification

Conflict Management is assessed through the submission of a project and a skills demonstration. Upon successful completion, this module leads to a level 6 minor award on the National Framework of Qualifications.

Career and Progression Opportunities

The successful completion of this module as part of a major award will allow students to pursue a career in healthcare supervisory management. Students who successfully complete this module may use their credits towards completing a higher level of study in the areas of Health and Social Care. If completed as part of a major award, students can use the Certificate as the basis for entry into selected courses in Third Level Colleges and Universities.



Interested?

Feel free to call or e-mail us!

 **044 934 9400**

 **hello@forustraining.ie**

Follow us

 forustrainingireland

 forustrainingireland