

Duration: 3 days + 1 day follow up
 Target: Operator / candidates competent in NQF Level 2
 Prerequisite: NQF Level 2
 NQF Info: NQF Level 3
 Qualification: National Certificate In Plastics Manufacturing NQF Level 3
 Credits: 14
 Certification: MERSETA accredited
 PFSA Certification.

Unit Standard:

- Show understanding of diversity in the workplace [116720]
- Use communication skills to handle conflict in the workplace [9533]
- Accommodate audience and context needs in oral communication [8968]
- Communicate verbally with clients in a financial environment [9303]

Course Objective:

To understand the concept "diversity in the workplace" and apply this knowledge to identify a conflict situation and communicate in such a way that the conflict can be resolved in a constructive manner within the workplace environment.

Outcomes: At the end of the course the learners will be able to :

- Demonstrate an understanding of cultural and other differences in the workplace. List and understand the concept stereotypes in the workplace. Demonstrate a basic understanding of the role of change in the workplace.
- Demonstrate an understanding of different conflict situations in the workplace.
- State and explain the difference between feelings and actual problem (contents). Handle and resolve a conflict in the workplace
- Listen for information in a verbal communication. Use clear plain language in a verbal communication.

Contents:

- Different types of cultural and other differences, as well as the role of change in the workplace is discussed. Stereotypes that occur in the workplace are listed and discussed. Behaviour of different people in a conflict situation is discussed. Role-players in conflict situations are listed. The process of reaction in a conflict situation to solving the problem is demonstrated through exercises. Methods to resolve conflict are identified and explained. Conflict situation and possible methods of resolving the conflict are demonstrated by means of a role-play. Tone, pitch, pace and volume of voice, and body language is observed to support the interpretation of the client's vocal indicators - in face to face situations, where own tone, pitch, pace and volume are adjusted to empathise with the client's emotional state. An assessment is made of the client's needs.
- Assessment and Certification:
 - Assignments to be submitted within two weeks following training. One follow up day is required to give feedback on assessed assignments. A PFSA Certificate of Competence is issued to successful candidates
 - Relevant credits may be awarded to successful learners upon MERSETA due approval process.

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