



**Vital College**

62% Black Owned

B-BBEE Level 2

### SHORT COURSE IN CARE PRACTICE :

Use communication skills to handle and resolve conflict in the workplace

### OUTCOMES

The qualifying learner is capable of:

- 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

## SAQA US ID

US 9533

## UNIT STANDARD TITLE

Use communication skills to handle and resolve conflict in the workplace

## NQF

3

## CREDITS

3

## PURPOSE OF THE UNIT STANDARD

Identify a conflict situation and communicate in such a way that the conflict can be resolved in a constructive manner.

## COST

This course costs **R825.00**

## ENROLMENT

To enrol onto this course, you will need to create a student account by clicking on the link below.

<http://www.vitalonline.co.za/moodle/login>

Once you have created an account click on the link below to take you to the payment and enrolment page for this course.

**Click here**

## CONTACT US

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