



Fully Funded Conflict Management QQI L6

Duration: 5 days, 1 day per week over 6 weeks,
First week in Loughlinstown TC and 4 week's online
Start date 9th April

What will I learn?

This course will teach you the essential skills you need in order to look at Conflict Management challenges from a different perspective. In this course, you will build self-confidence and learn how to manage conflict in the workplace. The course is delivered in a practical format, where you will get hands-on real-world experience. The course will cover areas such as

- The function, and forms of expression of conflict in group and organisational life
- Methods and strategies for managing conflict problems
- Styles of mediation and negotiation in managing conflict
- Intervening in conflict situation in group and organisational life
- Understanding and managing conflict in group or organisational contexts

Course Format

Learners will attend 5 full days in a blended format 1 day per week over 6 weeks. 1 day will be in Loughlinstown training centre all other days will be online and you will also engage in additional study using online services

Who is the course for?

Anyone working in a challenging environment and working with customer or staff where conflict or dispute may arise

Assessment

Students will be required to submit an assignment, 2500 words, a project 3-4000 words and a personal learner statement 800-1000 words.

What Certification will be awarded?

Successful learners will be awarded a QQI Level 6 Component Award in Conflict Management 6N2775 and earn 15 ECTS Credits

How do I apply?

- Contact us by email
Niall O Kelly niallokelly@ddletb.ie
Patrice Hamilton patricehamilton@ddletb.ie

Please note Learners will need to be highly motivated to complete this course and achieve certification. It would be suitable for Supervisors and Managers and / HR personnel.