

MANAGING CONFLICT

This course covers the following specific outcomes of unit standard 114226:

SO1:	Describe the main sources of conflict.
SO2:	Explain appropriate techniques in conflict management.
SO3:	Describe the appropriate action plan and strategies to manage conflict.
SO4:	Explain the attributes of an effective conflict manager.

Sections include:

- The Main Sources of Conflict
- Appropriate Conflict Management Techniques
- Strategies and Action Plan
- Attributes of an Effective Conflict Manager



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