

### Programme Content

- The role, function, and forms of expression of conflict in group and organisational life
- Theoretical and practice dimensions of conflict management and conflict resolution in particular similarities and differences between them
- Methods and strategies for managing conflict problems
- The role, function and styles of mediation and negotiation
- Methods of intervention in conflict situation in group and organisational life
- Conflict in organisational life
- Conflict in group or organisational contexts
- Strengths and weaknesses associated with their personal style of conflict management in group or organisational contexts
- Good practice in managing conflict in group or organisational contexts

Dublin: +353 (0)1 6401989

Galway: +353 (0)91 534918

Cork: +353 (0)21 2398699

[www.securityexcellence.net](http://www.securityexcellence.net)

[info@securityexcellence.net](mailto:info@securityexcellence.net)

ICSE's Conflict Management QQI/FETAC Level 6 award explores conflict management theories and their practical application to the workplace.

This programme is suitable for frontline staff who due to the nature of their work require an accredited award, and for those involved in workplace violence policy development.

Successful candidates attain the knowledge, skills and competencies used in any workplace to reduce aggression and safely manage conflict.

This course is accredited by QQI/FETAC and successful candidates attain a Level 6 minor award in Conflict Management 6N2775.



### Programme Aims

The aim of this programme is to provide learners with the knowledge, skills and competencies required to critically engage with the theory and practice of conflict management in community settings.

#### As such, learners will:

- Develop a greater awareness of their personal style in dealing with conflict
- Understand how their personal style impacts on the management of conflict
- Understand the role of conflict within group organisational life
- Develop an analytical framework for understanding and managing conflict in the workplace

**Dublin**  
11 Merrion Square  
Dublin 2

**Galway**  
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Flood Street  
Galway

**Cork**  
Pembroke House  
Pembroke Street  
Cork

# Conflict Management

QQI/FETAC Level 6 – 6N2775



## Programme Duration

This QQI/FETAC Level 6 minor award is delivered through blended learning with 50 hours direct contact and 100 hours indirect.

The direct contact aspect is classroom based while the indirect is delivered through pre course work, study time, practice and reflection time. Pre course work is comprised of a home study component which covers the more theoretical aspects of the programme. The more practical aspects including skills development are addressed during the direct contact sessions.

## Programme Certification

On successful completion of the course, candidates will receive a QQI/FETAC Level 6 Award in Conflict Management 6N2775.

## Learner Assessment

To achieve certification, learners will undertake a project and assignment. Learners will also compile a Learner Record during the course.

## Learner Progression

Learners who successfully complete the programme may use the associated credits towards a QQI/FETAC Level 6 Certificate in Security Operations 6M4980.



## Entry Requirements

No previous experience is necessary. A NFQ Level 4 or 5 Certificate is desirable, or some equivalent qualifications or relevant life experiences.

**Participants are required to bring the following on the training day:**

- Their PPS number (for course documentation).
- Two recent personal passport size photographs. (These photographs must have been taken within the last twelve months, and participant's names must be printed on the back).
- A photocopy or scan of participant's ID such as Driving Licence or Passport.

**Contact us today to book your place or discuss this course in greater detail.**

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