Person dealing with this matter: Mr. Lwana

Date: 29 APRIL 2013

Request for Quotation

The Umzimvubu Local Municipality invites interested service providers to provide us with quotations **TO CONDUCT TRAINING ON CONFLICT MANAGEMENT FOR MANAGERS AND LINE MANAGERS.**

Closing Date for submissions is 07/05/2013 @12:00

For any enquiries & specification, please contact Supply Chain Management Office @ tell: 039 255 8555.

NB: NO QUOTATION(S) WILL BE CONSIDERED FROM PERSON(S) IN THE SERVICE OF THE STATE. AND SUBMISSION ARE TO BE MADE AT SCM OFFICE, BBBEE VERIFICATION CERTIFICATE MUST BE ATTACHED AND A VALID TAX CLEARANCE CERTIFICATE.

Mr. GPT Nota

Municipal Manager

TRAINING OF MANAGERS AND LINE MANAGERS ON CONFLICT MANAGEMENT

1. Background

1.1 The Corporate Services Department: Human Resources Division of Umzimvubu Local Municipality has identified the need for conducting training on conflict management for all Managers and line.

2. Target Group

2.1 Managers, Line Managers and Supervisors.

3. Goal and Content of the Training

3.1 Participant should learn:-

3.1.1 to analyse their environment for possible sources of conflict.

3.1.2 to anticipate conflict and take preventative measures to prevent conflict from escalating.

3.1.3 the basic conflict resolution mechanism and systems.

3.2 The content should cover but not limited the following aspects of conflict resolution:-

3.2.1 The Role of managers and supervisors in conflict resolution

3.2.2 Participants must be able to distinguish between conflict and disputes and conflict path.

3.2.3 The dispute resolution systems as contained in Labour Relations Act with special emphasis in the South African Local Government; and

3.2.4 The different Approaches to Conflict Management

3.2.5 Defining mediation and steps in the mediation process

4. Duration

4.1 The training should be for a period of one day.

5. Methodology