

# CPD Course in Conflict Management

Open Learning Programme Information

<b>Programme Information</b>	<b>Course Outline</b>	<p><b>Module A</b></p> <p><b>Unit 1: Conflict and anger</b></p> <ul style="list-style-type: none"><li>• understand the sources and nature of conflict</li><li>• consider different conflict-handling styles</li><li>• learn to understand and deal with anger</li></ul> <p><b>Unit 2: Listening skills</b></p> <ul style="list-style-type: none"><li>• understand the ideal listening process</li><li>• deal with prejudices which may damage your ability to listen</li><li>• beware of traps for listeners</li></ul> <p><b>Module B</b></p> <p><b>Unit 3: Negotiation</b></p> <ul style="list-style-type: none"><li>• understand the nature of establishment-community conflicts</li><li>• see how these groups approach conflict situations</li><li>• understand the 'joint problem solving' approach</li><li>• learn good negotiating practice</li><li>• consider strategies for rescuing difficult situations</li></ul> <p><b>Unit 4: Mediation</b></p> <ul style="list-style-type: none"><li>• understand the meaning and nature of mediation</li><li>• know when mediation is useful</li><li>• understand the phases of the mediation process</li><li>• deal with problems that can arise during this process</li><li>• know what qualities you need to develop to be an effective mediator</li></ul> <p><b>Module C</b></p> <p><b>Unit 5: Crisis mediation</b></p> <ul style="list-style-type: none"><li>• understand the problem of re-entry</li><li>• look at causes of power imbalances in negotiation</li><li>• learn to deal with these power imbalances</li><li>• understand the importance of establishing a good working relationship with the other party</li><li>• deal with the need for mediation in crisis situations</li></ul> <p><b>Unit 6: Examples of good and poor practice</b></p>
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