

# CPD Course in Airline & Airport Conflict Management

Open Learning Programme Information

## Course Outline

The programme consists of six compulsory units:

### Module A

#### Unit 1: Conflict and anger

- understand the sources and nature of conflict
- consider different conflict-handling styles
- learn to understand and deal with anger

#### Unit 2: Listening skills

- understand the ideal listening process
- deal with prejudices which may damage your ability to listen
- beware of traps for listeners

### Module B

#### Unit 3: Negotiation

- understand the nature of establishment-community conflicts
- see how these groups approach conflict situations
- understand the 'joint problem solving' approach
- learn good negotiating practice
- consider strategies for rescuing difficult situations

#### Unit 4: Mediation

- understand the meaning and nature of mediation
- know when mediation is useful
- understand the phases of the mediation process
- deal with problems that can arise during this process
- know what qualities you need to develop to be an effective mediator

### Module C

#### Unit 5: Crisis mediation

- understand the problem of re-entry
- look at causes of power imbalances in negotiation
- learn to deal with these power imbalances
- understand the importance of establishing a good working relationship with the other party
- deal with the need for mediation in crisis situations

#### Unit 6: Examples of good and poor practice