

Open Awards Qualification Unit



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1 Unit Details

Unit Title:	Conflict Resolution
Unit Reference Number:	J/615/9146
Level:	Level 2
Credit Value:	3
Minimum GLH:	24

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand factors that contribute to conflict	1.1 Describe what is meant by conflict
	1.2 Describe why conflicts form
	1.3 Describe the outcomes of unresolved conflict
2. Understand the different responses to conflict	2.1 Describe a conflict situation
	2.2 Identify different ways the conflict could have been dealt with
	2.3 Describe possible outcomes of the different ways of dealing with the conflict
3. Understand how communication styles can affect a conflict situation	3.1 Describe techniques that can be used to aid effective communication in a conflict situation
	3.2 Compare the effect different communication styles have on conflict
4. Understand what conflict resolution entails	4.1 Describe the different stages of conflict resolution
	4.2 Identify possible win-win outcomes of conflict
5. Understand the role of a third party in resolving conflict	5.1 Describe the role of a mediator
	5.2 Describe situations where intervention by a third party may be effective
	5.3 Describe how a mediator can deal with challenging behaviours