

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Resolving Conflict with Others

Unit Reference Number: D/615/6673

Level: Level One (1)

Credit Value: Two (2)

Minimum Guided Learning Hours: 18

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand different types of conflict	1.1 Define and give an example of the following: a) Interpersonal conflict b) Intrapersonal conflict c) Intragroup conflict
	1.2 State two possible consequences of conflict
	1.3 Outline the possible results of unresolved conflicts
2. Understand triggers and behaviours related to conflict	2.1 From a given scenario, identify possible triggers for a conflict
	2.2 From identified triggers, state how conflict could have been avoided
	2.3 Identify behaviours which: a) May increase tension during a conflict b) May decrease tension during a conflict
3. Know about conflict resolution	3.1 Define what is meant by 'conflict resolution'
	3.2 Outline the different stages of conflict resolution
	3.3 State how a mediator may be able to help resolve a conflict

	3.4	State what is meant by win-win outcomes in a conflict resolution situation
4. Know strategies for resolving conflict	4.1	Identify communication techniques which may: a) Aid conflict resolution b) Prevent conflict resolution
	4.2	Describe a minimum of two techniques which can be used to resolve conflict