



Mediation
Northern Ireland

building capacity for change

Handling Life's Conflicts

Available to anyone who wants to handle every day conflicts better. This provides an opportunity to learn skills to deal with difficult situations more effectively. Understanding conflict - styles in conflict - conflict skills - processing conflict.

The accredited course takes place over a total of six sessions (3 hours each) and provides an introduction to Conflict. Participants may then choose to add to their learning by following a course in Mediation, Negotiation or Good Relations.

- Understanding Conflict – giving insights into the structure & progression of conflict
- Self Awareness – looking at personal conflict styles & attitudes
- Conflict Skills & Strategies – exploring useful approaches to conflict situations (e.g. good communication skills, mediation or negotiation)
- Working at Conflict – providing good practice models for conflict planning

These topics will be covered using a mixture of practical exercises, group discussion, input from trainers and personal reflection. Participants will also be encouraged to work independently on the topics between sessions using book lists, discussion with other people or observation of real life conflict situations.

Accreditation

We offer this course on an accredited and non-accredited basis. The accredited course can be delivered at levels 1, 2 or 3 (all with 3 credits).

Delivery Format

Our standard delivery model for this course is 6 x 3 hour session, or 3 x full day sessions. This is the time required to deliver this on an accredited basis. It is possible to deliver a non-accredited version over a 2 day period if preferable.

Sample Learning Outcomes

OCN Accreditation Level 2, 3 credits:

Learning Outcomes	Criteria for Assessment
At the end of the unit the student will be able to...	The learner has achieved the learning outcomes because s/he can...
1. Understand Conflict	1.1 Apply structures for understanding conflict to a real Conflict situation
2. Assess their own Conflict Behaviour	2.1 Reflect upon their own behaviour within Conflict 2.2 Recognise instances of own behaviour as examples of styles of conflict
3. Identify appropriate skills and strategies in Conflict	3.1 Describe an appropriate strategy for handling Conflict such as Mediation or Principled Negotiation
4. Make plans for addressing everyday Conflict	4.1 Analyse a Conflict Case Study 4.2 Prepare an appropriate plan for addressing a Conflict situation

Handling Life's Conflicts (OCN Level 2, 3 credits)

Day One

9:30am	Arrival & coffee
9:45am	Welcome (including Health & Safety, Mediation Northern Ireland) Introductions (<i>who they are – in pairs</i>) An Expectation } <i>on pages</i> A Concern } <i>individually</i> Overview of three days NIOCN Registration
	PART 1: UNDERSTANDING CONFLICT
10:15am	<i>“Conflict”</i> Word Association Exercise The Conflict Puzzle & Assessed Work
11:00am	Break
11:15am	Our Experience of Conflict: Positive and Negative (<i>Where do I experience conflict in the workplace?</i> - <i>When was it handled well?</i> - <i>When was it handled less well?</i>)
11:40am	The Progression of Conflict
12:00noon	Case Study - <i>small groups working on creative solutions</i>
12:45 pm	Lunch
	EXPLORING PERSONAL STYLES OF CONFLICT
1:30pm	Personal Styles Inventory Questionnaire & Tools
2:30pm	Break
2:45pm	Portfolio work
3:30pm	Options in How We Approach Conflict
4:00pm	Closing with recap on learning from the day
4:30pm	End

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Day Two

9:30am	Arrival & coffee
9:45am	Welcome & How are you My Conflict Map
11:00am	Break
	NEGOTIATION
11:20am	Win As Much As You Can
11:50am	Principled Negotiation theory (<i>& Moving from Avoiding to Collaboration</i>)
12:15pm	Role Play – “Oranges”
12:45pm	Lunch
	SKILLS FOR HANDLING INTER-PERSONAL CONFLICT
1:30pm	Who In Your Past?
1:50pm	Communication Exercises
2:30pm	Break
2:45pm	Filters and Perceptions
3:00pm	Conflict Mapping
3:45pm	Portfolio work
4:15pm	Evaluation and Closure
4:30pm	End

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Day Three

9:30am	Arrival & coffee
9:45am	Welcome Recap of learning
	HANDLING AGGRESSION
10:00am	Core Principles Dealing with someone who is irate (Skills Practice) Handling Conflict with another person
11:00am	Break
	PROCESSING CONFLICT
11:20am	Community Responses to Conflict People and Conflict (Spectrum) Introduction to Mediation
12:45pm	Lunch
1:30pm	Developing Processes for Handling Conflict (Small Group Work on Case Studies)
2:30pm	Break
2:45pm	Developing Constructive Habits in Conflict (Setting guidelines for own context)
3:45pm	Portfolio work
4:00pm	Review, Evaluation & Closure
4:30pm	End