

CONFLICT MANAGEMENT COURSE – LEVEL 2 AWARD



The **Conflict Management - Level 2 Course** is designed for people seeking to understand the nature of conflict and provides a series of techniques to deal effectively with conflict and hostility.

The course will also cover the necessary skills required to mediate and negotiate when faced with conflict and to understand circumstances from which anger and confrontation can arise.

Objectives:

At the end of the course you will be able to:

- Understand basic concepts of conflict management
- Explore techniques for managing conflict effectively
- Demonstrate five conflict handling styles
- Adopt good listening techniques
- Understand negotiation techniques
- Describe problem solving approaches
- Demonstrate mediation techniques
- Demonstrate how to cope with crises
- Describe the concepts of self-development

The course leads to a Recognised Level 2 Award (Comparable to working at GCSE or NVQ Level 2).

The Course Includes the Following 6 Units:-

➤ Unit One – Conflict & Anger

The Following Topics are Covered: Understand the sources and nature of conflict, Consider different conflict-handling styles and Learn to understand and deal with anger.

➤ Unit Two – Listening Skills

The Following Topics are Covered: Understand the ideal listening process, Deal with prejudices which may damage your ability to listen and Beware of traps for listeners.

➤ Unit Three – Negotiation

The Following Topics are Covered: Understand the nature of establishment-community conflicts, See how these groups approach conflict situations, Understand the 'joint problem solving' approach, learn good negotiating practice and consider strategies for rescuing difficult situations.



Price:
£250.00

Instalment Options:
You can spread the payments for this course over 4 monthly payments. 1 initial payment of £100.00, followed by 3 monthly payments of £50.00.

Course Format:
Paper Based Course Materials

Assessment:
Coursework

Approximate Study Time:
80 Hours of Self Study

➤ **Unit Four – Mediation**

The Following Topics are Covered: 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 and know what qualities you need to develop to be an effective mediator.

➤ **Unit Five – Crisis Mediation**

The Following Topics are Covered: 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 and Deal with the need for mediation in crisis situations.

➤ **Unit Six – Practical Conflict Management Techniques**

The Following Topics are Covered: Anger management, Listening Skills, Negotiation, Joint Problem Solving, Role Plays, Adopting good practice and Things to avoid.

Pre-Requirements:

There are no particular entry requirements.

Course Duration & Support:

Students may register at any time and have a full year to complete their studies. You also have access to a personal tutor by mail or email for a 12 month period. As the course is self study you can complete in as little or as long a time as you prefer.

Assessment:

You will be assessed on coursework which is detailed in the course materials. Most coursework consists of short paragraph answers to set questions. Your work can be sent back to your course tutor by email or by post.

Qualification:

The award is gained from successfully completed coursework so there is no exam to complete.

On successful completion of this course, students will receive a **Level 2 Conflict Management Award**.

This award has been independently accredited at a level of learning equivalent to level 2 on the National Qualifications Framework (NQF) and is comparable to working at GCSE or NVQ Level 2.



The award is issued through NCFE. NCFE is recognised as an awarding body by the qualification regulators ('regulators') for England, Wales and Northern Ireland. The regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, the Department for Children, Education, Lifelong Learning and Skills (DCELLS) in Wales and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.