

Conflict Resolution

Applying for this course:

Individuals eligible to enroll in this programme would have completed compulsory schooling up to 65 years of age. Individuals will also need to be able to communicate in and comprehend English. For further information, kindly contact us on qa.jobsplus@gov.mt stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience.

Course Duration

This course is of 10 hours duration and consists of one Module.

General pedagogical guidelines and procedures for this course:

The delivery of this course will be mainly held through a series of discussions, class work exercises and hands-on training. These will enable learners to practice and consolidate the classroom training. The trainer will also be holding lessons with the learners which will consist of various presentations and demonstrations.

General assessment policy and procedures for this course:

The learner will be assessed through an Ongoing Assessment that will take place throughout the duration of the course.

Module 1 Learning Outcomes- **Conflict Resolution**

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| <ul style="list-style-type: none">✓ List and define the key concepts of conflict, such as: types and sources of conflict, stages of conflict, conflict prevention, management and resolution.✓ Understand the theory of the Four Cs; Conflict, Coexistence, Competition, Cooperation.✓ Identify the source of conflict, like backgrounds, beliefs, opinions, life views, and poor communication.✓ List action plans for moving forward and away from conflict. | <ul style="list-style-type: none">✓ Be responsible for effectively identifying and managing conflict by understanding variations in learning and processing styles.✓ Identify how to effectively resolve the occurring conflict.✓ Use conflict resolution skills, including perception of unfairness, conflict acknowledgment, active listening, empathy, compromise, and good communication.✓ Ensure prevention plans to reduce future, and further conflict. |
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Module Assessment: There is no Assessment.