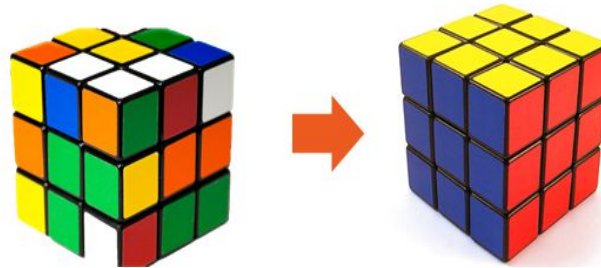


## Conflict Resolution



**QQI Code**

Level 5 - 5N0692  
Minor module - Credit value 15

**Duration**

5 full days face - to face plus 15 hours web based directed learning hours

*As part of Total Focus's unique new blended learning approach you the learner have the opportunity to access addition information from our website. You will be asked during this training programme to avail of directed learning for approx. 2 hours prior to each of the face-to-face training days.*

*This will consist of presentations, videos, questionnaires, quizzes, additional written information and articles providing a source of material for the next face-to-face training day*

**Please ensure that you have access to the internet and are able to download material for this directed learning as part of the next face - to - face training day is based on this material**

You are expected to engage in self learning hours outside the course

You are also encouraged to form a support group with your colleagues meeting either in person or by telephone / Skype between the classes

<b>Overall aims of Conflict Resolution</b>	<p>The purpose of this award is to equip you with the knowledge, skills and competencies to understand and resolve conflict situations. We explore conflict and conflict resolution situations that arise in personal, social and work situations. This enables you to use conflict resolution skills in these situations. This is done in two ways:</p> <ul style="list-style-type: none"> <li>• Practical skills - how to use conflict resolution skills in your personal &amp; professional life</li> <li>• Knowledge based on bedrock of theory, experience and proven best practice.</li> </ul>
<b>What exactly is Conflict Resolution?</b>	<p>Conflict resolution is the process for two or more parties of finding a solution to resolving a dispute or a conflict</p>
<b>Who should attend?</b>	<p>All those who are interested in Conflict Resolution either on a personal or organisational level</p>
<b>What will I learn?</b>	<ul style="list-style-type: none"> <li>• Understand conflict and possible conflict situations in personal, social and work environments</li> <li>• Recognise your own conflict style and understand the conflict styles of others. Understand what happens to people in a conflict situation and during the conflict resolution process</li> <li>• Evaluate steps / signs leading to these situations</li> <li>• Learn to deescalate the situation and to differentiate between conflict situations and violence</li> <li>• Differentiate between types of ADR (alternative dispute resolution) from negotiation, conflict coaching, mediation, arbitration, through to legal action</li> <li>• Plan the steps in preparing a conflict resolution scenario including listening skills, asking the 'right' questions</li> <li>• Define and implement positive feedback</li> <li>• Clearly understand your own role in conflict resolution situations and understand your own reactions to possible situations and where to discuss and seek help for parallel processing</li> <li>• Master conflict resolution knowledge, skills and competencies so that the learner is comfortable in this role</li> </ul> <p>Plus lots more...</p>

**Face to face hours**

Date	Time	Location
Monday 09 <sup>th</sup> April 2018	9.00am - 5.00 pm	Mounttown Community Facility Centre, Meadowlands Fitzgerald Park, Lower Mounttown Road, Dun-Laoghaire, Co Dublin
Monday 16 <sup>th</sup> April 2018	9.00am - 5.00 pm	As above
Monday 23 <sup>rd</sup> April 2018	9.00am - 5.00 pm	As above
Monday 30 <sup>th</sup> April 2018	9.00am - 5.00 pm	As above
07 <sup>th</sup> May no training	Bank Holiday	
Monday 14 <sup>th</sup> May 2.18	9.00am - 5.00 pm	As above

**Web based hours**

There are 15 hours which are web based / non face to face hours that must also be completed (please note the completion of these hours are monitored)

Some of these hours are pre-commencement of the course & others takes place during the five weeks of training

<b>To achieve your QQI certificate in Business Administration Skills</b>	<p>You must complete the following</p> <ul style="list-style-type: none"> <li>• 80% attendance</li> <li>• Satisfactory completion and grade of QQI assignments</li> </ul> <p>Including: Assignment 60% Theory based work 40%</p>
<b>Your Investment</b>	€350.00 which includes all necessary QQI award fees
<b>Would you like to talk to us about this training</b>	To find out more about the Conflict Resolution training programme please contact Contact Maeve 085735 4446 or training@totalfocus.ie