

**Unit Title:** Conflict Resolution  
**Unit Level:** Level 2  
**Unit Credit Value:** 3  
**GLH:** 24  
**LASER Unit Code:** WJD480  
**Ofqual Unit Code:** M/504/8726

This unit has 5 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand factors that contribute to conflict.	1.1	Describe what is meant by conflict.
		1.2	Describe why conflicts form.
		1.3	Describe the outcomes of unresolved conflict.
2.	Understand the different responses to conflict.	2.1	Describe a conflict situation.
		2.2	Identify different ways the conflict could have been dealt with.
		2.3	Describe possible outcomes of the different ways of dealing with the conflict.
3.	Understand how communication styles can affect a conflict situation.	3.1	Describe techniques that can be used to aid effective communication in a conflict situation.
		3.2	Compare the effect different communication styles have on conflict.
4.	Understand what conflict resolution entails.	4.1	Describe the different stages of conflict resolution.
		4.2	Identify possible win-win outcomes of conflict.
5.	Understand the role of a third party in resolving conflict.	5.1	Describe the role of a mediator.
		5.2	Describe situations where intervention by a third party may be effective.
		5.3	Describe how a mediator can deal with challenging behaviours.

**Assessment Guidance:**

NA

**Additional Information:**

NA