

Unit Title: Understanding Personal And Interpersonal Conflict
Unit Level: Level 1
Unit Credit Value: 3
GLH: 27
LASER Unit Code: WJC679
Ofqual Unit Code: R/506/0660

This unit has 5 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand the different conflicts that may occur frequently.	1.1	List types of conflicts that happen frequently.
		1.2	State the difference between personal and interpersonal conflict.
2.	Understand the possible negative and positive outcomes of conflict.	2.1	State possible negative outcomes of conflict.
		2.2	State possible positive outcomes of conflict.
3.	Understand the causes of conflict.	3.1	List possible causes of interpersonal conflict.
		3.2	List possible triggers that may cause conflict in a given situation.
4.	Understand the emotions and physical responses experienced during a conflict.	4.1	Identify emotional reactions that may be experienced during a conflict.
		4.2	Identify physical changes that may be experienced during a conflict.
5.	Know types of behaviours that are likely to increase and decrease the level of a conflict.	5.1	Identify behaviours that may build tension during a conflict.
		5.2	State why these behaviours may result in increasing conflict.
		5.3	Identify the sorts of behaviours that are likely to decrease the levels of a conflict.
		5.4	State why these behaviours may result in reducing conflict.

Assessment Guidance:

NA

Additional Information:

NA