



# Conflict Management

**Module Code** E30161

**Purpose** This module is designed to equip learners with the skills and knowledge to strengthen and develop their personal understanding of their own style of conflict management. It will enable participants to develop practical skills appropriate to conflict management.

**Special Requirements** Learners must have at least three years experience working in the community or voluntary sector and have had training in conflict management or relevant life experience.

**General Aims** Learners who successfully complete this module will:

- ✓ Develop a greater awareness of their personal style in dealing with conflict
- ✓ Understand how their personal style impacts on the management of conflict
- ✓ Understand the role of conflict within group organisational life
- ✓ Develop an analytical framework for understanding and managing conflict in the workplace
- ✓ Develop the skills applicable to managing conflict in the workplace

The specific learning outcomes are grouped into 2 units.

**Unit 1** **Personal Awareness and Conflict Management**

**Unit 2** **Conflict Management Theory and Practice**

**Assessment** All assessment is carried out in accordance with FETAC regulations. Assessment is devised by the internal assessor, with external moderation by FETAC.

**Summary** Project 50%  
Assignment 25%  
Learners Journal 25%

*\*Note: This module will be delivered taking cognisance of the Partnership approach prevailing with the HSE.*

