

Understand, Communicate and Resolve

An aid to preventing, managing and resolving conflict within families

(Sample 1 day session for staff)

Aim

This course will provide participants with the knowledge and skills base that will compliment or enhance existing conflict resolution knowledge and skills.

Learning Outcomes

This course will enable participants to:

- Identify consequences of relationship breakdown
- Demonstrate an understanding of some of the dynamics of conflict
- Identify skills and mediation as resources to resolve conflict within relationships

Agenda

Consequences of relationship breakdown

- 1.1. Homelessness
- 1.2. The underlying causes of relationship breakdown
- 1.3. The impact of relationship breakdown

Conflict dynamics

- 2.1. What is conflict?
- 2.2. Communication - perceptions
- 2.3. Triggers – Silly wee things
- 2.4. Anger
- 2.5. Escalation

Conflict responses

- 3.1. Response behaviours
- 3.2. Response styles

Resolving conflict

- 3.1. De-escalation
- 3.2. Skills, techniques and resources

Evaluation & Feedback

- Q & A
- Evaluation