

| Unit Title: Understanding Personal and Interpersonal Conflict |              |
|---|--------------|
| Level:  | One          |
| Credit Value:   | 3            |
| GLH:  | 27           |
| OCNLR Unit Code:  | HB1/1/LQ/023 |
| Ofqual Unit Reference Number:                                 | H/503/3253   |

*This unit has 5 learning outcomes*

| LEARNING OUTCOMES  | ASSESSMENT CRITERIA   |
|--|---|
| <b>The learner will:</b>   | <b>The learner can:</b>   |
| 1. Understand the different conflicts that may occur frequently.                                       | 1.1. List a range of different conflicts that happen frequently.<br>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.<br>2.2. State possible positive outcomes of conflict.  |
| 3. Understand the causes of conflict.  | 3.1. List possible causes of interpersonal conflict.<br>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.<br>4.2. Identify physical changes that may be experienced during a conflict.   |
| 5. Recognise the 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.<br>5.2. State why these behaviours may result in increasing conflict.<br>5.3. Identify the sorts of behaviours that are likely to decrease the levels of a conflict.<br>5.4. State why these behaviours may result in reducing conflict. |

## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed** This assessment method *must* be used to assess all or part of the unit.

**O = Optional** This assessment method *could* be used to assess all or part of the unit.

|                                     |   |                         |   |
|-------------------------------------|---|-------------------------|---|
| Case Study                          |   | Project                 |   |
| Written question & answer/test/exam | O | Role play/simulation    | O |
| Essay                               |   | Practical demonstration |   |
| Report                              |   | Group discussion        | O |
| Oral question and answer            |   | Performance/exhibition  |   |
| Written description                 | O | Production of artefact  |   |
| Reflective log/diary                |   | Practice file           |   |