

Unit Title: Conflict Resolution	
Level:	Two
Credit Value:	3
GLH:	24
OCNLR Unit Code:	HB1/2/LQ/053
Ofqual Unit Reference Number:	M/504/8726

*This unit has 5 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
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

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	O	Project	O
Written question & answer/test/exam	O	Role play/simulation	
Essay		Practical demonstration	
Report		Group discussion	O
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	