

MODULE 1: BEHAVIOUR AND LEARNING

Conflict resolution- resolving disagreements and conflicts in a constructively and respectfully to maintain harmonious relationships.

LEARNING GOALS AND OBJECTIVES OF THE ACTIVITY:

Objective n° 1

Correct conflict management

Conflicts should not be eliminated, but they must be taught to be managed correctly, turning them into healthy confrontations.

Objective n° 2

Understand what the educator's role is in a possible conflict

The educator must not replace the parties but mediate between them so that the discussion takes place in mutual respect.

Objective n° 3

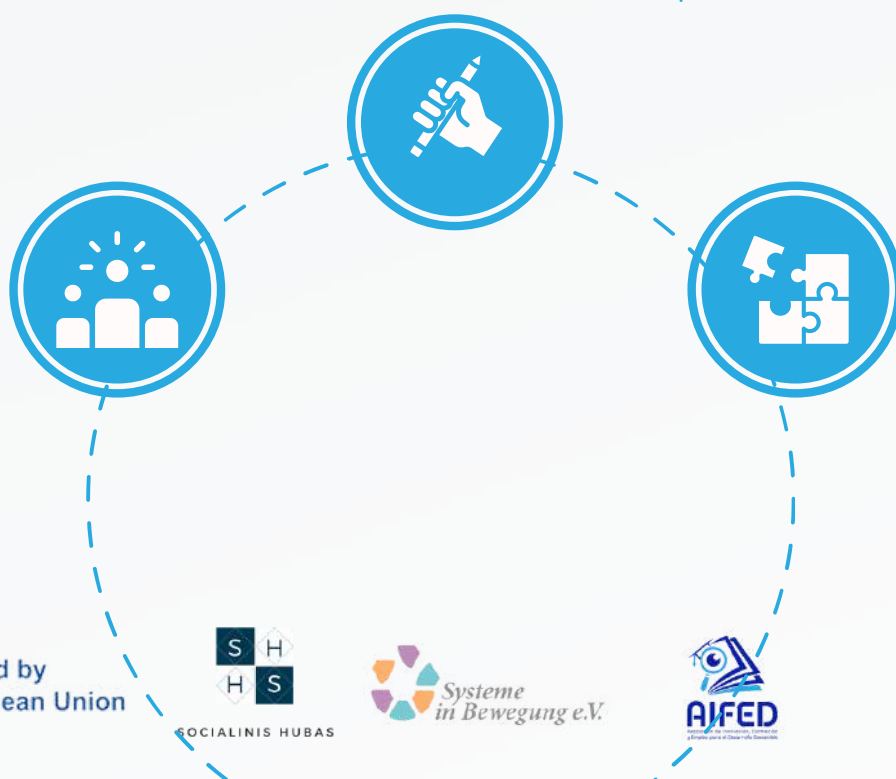
Conflict prevention

What is the correct way to deal with certain issues? There are some issues that need to be addressed individually first, opening the debate at a later stage, especially when there is a strong emotional component.

Objective n° 4

Develop effective communication skills

To express points of view in a clear and respectful manner by promoting the use of conflict resolution techniques.



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ACTIVITY DESCRIPTION AND MATERIALS

Activity description



1. Target group – adult educators, mentors of change
2. Time – 2 hours

1. Training session guide for trainers to introduce the topic
2. Slides on key topics
3. Multimedia resources such as videos, animations, or interactive presentations to supplement training content
4. Reference materials or recommended reading lists for participants to explore further on their own
5. Blackboard for jotting down key ideas
6. Paper and pen

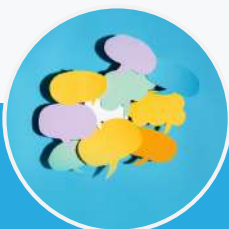
Materials



METHODOLOGY USED FOR THIS ACTIVITY



A short intro to the topic of conflict resolution



Circular discussion on their personal experiences, both as resolvers and protagonists of a conflict.



Practical activities: conflict resolution simulation into small groups



Insight into specific issues raised in the discussion and activities.



Group reflection and conclusion of the activity



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ACTIVITY DESCRIPTION

1.Introduction

The educator introduces the concept of "conflict resolution", outlining the importance of the topic, given its psychological and emotional implications especially in fragile subjects.

The educator will discuss common causes of conflict, explain models of conflict resolution through slides on key issues and the emotions involved in conflict with the objective of recognising them.

2. Deepening of the theme structured in three main points:

After explaining what conflict resolution and conflict resolution models are, you will elaborate on the topic based on the following:

A- What is the difference between conflict and confrontation? How can a potential conflict between two parties be transformed into a constructive confrontation?

B- How to construct the figure of an accredited mediator? The importance of not belittling either side in the conflict.

C- Talking about particularly fragile subjects, with a history of drug addiction, it is necessary at first to try to avoid conflicts on certain topics. How is prevention structured?

3. Circular discussion

In order to explore the topic and to get to know each other, participants share their personal experiences with regard to conflicts. The facilitator will guide the dynamic with questions such as What kind of conflict have you experienced? What emotions did you experience?

The educator will write down key ideas on a blackboard and the conflicts that have been repeated the most.

4. Practical activity

Next, participants will be divided into small groups of 3-4 people and will select a real conflict written on the blackboard. Based on the preceding discussion, the participants will take turns proposing solutions that could be applied to properly handle the conflicts described by the participants.

For this activity, participants will need paper and pens.

5. Group discussion

Participants share the results obtained in the previous exercise and which techniques they would use to solve the selected conflicts. A short discussion will also be held on how our feelings influence conflict resolution.

6. Reflection and application

Participants reflect on what they have learnt and discuss how they can apply conflict resolution in their work or everyday life. The trainer encourages participants to share strategies for building successful conflict resolution.