CONFLICT RESOLUTION AND MANAGEMENT

UNIT CODE: COD/CU/SW/SR/7/6/A

Relationship to Occupational Standards

This unit addresses the unit of competency: coordinate conflict resolution and management

Duration of Unit: 90 Hours

Unit Description:

This unit describes the competencies required to coordinate conflict resolution and management. It involves identifying target group, establishing conflict causes, developing conflict resolution measures, monitoring conflict resolution process, managing community conflicts and documenting conflict resolution and management activities.

Summary of learning outcomes

1. Identification of target group.
2. Establish conflict causes
3. Develop conflict resolution measures
4. Monitor conflict resolution process
5. Manage community conflict
6. Document conflict resolution and management activities

Learning Outcomes, Content and Methods of Assessment

Learning Outcomes	Content	Methods of Assessment
1. Identification of target group.	• Meaning and importance of conflict resolutions • Social conflict theory • Types of conflict • Inception and introductory meeting with the community leadership • Selection criteria	• Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations

	for the target group for the conflict resolution. • Selection and mobilisation of the target group	
2. Establish conflict causes	• Causes of conflict • Characteristics of community conflicts • Development of assessment tools on causes of conflict • Administration of assessment tools • Documentation of findings • Analysis of findings and report writing • Dissemination of information to relevant stakeholders	• Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations
3. Develop conflict resolution measures	• Conflict resolution techniques • Mobilisation of relevant stakeholders for planning the conflict resolution programme • Formulation of a conflict resolution programme • Sharing of the	• Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations

	conflict resolution plan • Resource allocation for planned activities • Implementation of the conflict resolution programme	
4. Monitor conflict resolution process	• Importance of monitoring conflict resolution process • Development of monitoring tools • Implementation of monitoring tools • Review of conflict resolution measures	• Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations
5. Manage community conflict	• Meaning and importance of peace building • Conflict management styles Peace building activities • Formulating peace building programmes • Implementation of peace building programme • Review of the peace building programme	• Case studies • Observation • Written tests • Assignments • Supervised exercise • Simulations
6. Document conflict resolution and management activities	• Documentation plan for conflict resolution and management	• Case studies • Observation • Written tests • Assignments

	activities	• Supervised exercise
	• Documentation tools	• Simulations
	• Documentation methods	
	• Implementation of the documentation plan	
	• Analysis of the documentation	

Suggested Methods of Instruction
- Group discussions and presentations
- Demonstration by trainer
- Practical work by trainer
- Exercise
- Field work
- Resource persons

Recommended resources

- Video cameras
- Tablets
- Smart phones
- SD cards and card readers
- TFT screen
- Recorders