

## Conflict resolution in the vocational context

### Task sheet 2 – Conflict resolution

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Title of the lesson plan / task sheet	Conflict resolution in the vocational context
Targeted 21 <sup>st</sup> century skill	Collaboration
Brief description of the competences the students will learn (including, for example, which scientific theory is based on)	<p>A class on conflict resolution in a vocational context equips students with a range of competences that are vital for addressing and managing conflicts effectively within the professional realm. Here's a brief description of the competences students are likely to learn during such a class. These may include among the others:</p> <ul style="list-style-type: none"> <li>- communication skills - students will develop effective communication skills to express themselves clearly, listen actively, and convey their perspectives and concerns with empathy.</li> <li>- negotiation techniques - they will acquire negotiation techniques to facilitate discussions and find mutually acceptable solutions when conflicting interests arise in vocational settings.</li> <li>- conflict identification - students will learn to recognize and understand the different types and sources of conflicts that can occur in their vocational roles.</li> <li>- mediation skills - students may learn how to mediate disputes between parties, promoting open dialogue and helping others find common ground.</li> <li>- conflict prevention – they will gain competences in recognizing and preventing potential conflicts before they escalate is a valuable skill, allowing students to maintain a harmonious work environment.</li> </ul> <p>These competences empower students to address and manage conflicts constructively in their vocational careers, fostering a positive work environment, enhancing professional relationships, and contributing to overall success in their chosen field.</p>
Specialty/target GROUP (if applicable)	Adult students who want to acquire new skills within the given background, who, possibly do not know how to solve problems that may arise in a vocational context.
Learning outcome(s) for the vocational profession	After a class on conflict resolution in a vocational context, students can achieve various learning outcomes that can significantly benefit their vocational careers. Participants will have the ability to identify, address, and resolve conflicts effectively, contributing to a more harmonious and productive work environment. They will develop strong communication skills, which can lead to clearer and more empathetic interactions with colleagues, clients, and stakeholders. Moreover they will be skilled at recognizing and preventing potential conflicts, helping maintain a positive and conflict-free work environment. Learning to manage stress and build resilience will become a skill that will allow them to stay focused and effective in the face of conflicts and challenges.

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	<p>Finally, participants will gain an understanding of social responsibility and the broader impact of conflicts on the community and society.</p> <p>These learning outcomes can lead to improved job performance, better interpersonal relationships, and a more positive work environment. They empower individuals to navigate conflicts constructively and contribute to their vocational success and the success of their organizations.</p>
<p>Tools needed for this lesson plan/ task sheet (if applicable)</p>	<p>To implement this task sheet for a class on conflict resolution in a vocational context, one may need various tools and resources to facilitate the learning process. Here are some examples:</p> <ul style="list-style-type: none"> <li>- printed materials such as handouts, worksheets, or case studies for in-class activities and assignments,</li> <li>- access to a computer and the internet to research and share resources with students,</li> <li>- visual aids or charts depicting different conflict resolution models, such as the Thomas-Kilmann Conflict Mode Instrument (TKI) or the Interest-Based Relational Approach (IBRA),</li> <li>- real-world or hypothetical case studies that students can analyze and use for practical conflict resolution exercises,</li> <li>- props, costumes, or scripts for role-playing activities that simulate conflict resolution scenarios.</li> <li>- video clips or documentaries illustrating conflict resolution techniques and real-world conflict scenarios.</li> </ul> <p>The specific tools and resources you need may vary depending on the structure of the lesson, class size, and available technology. The choice of tools should align with your learning objectives and the teaching methods that best suit your class on conflict resolution.</p>
<p>Approximate time to complete the task</p>	<p>60-120 min; preferably split into more than one session so that students have a chance to get into routine. If you find out that there are too many ideas to implement during the class within the given time slot, you can obviously have more than two separate classes on time management.</p>
<p>Suggested more comprehensive methodical guide for doing / carrying out the task (for the teacher or student)</p>	<p>Remember to be flexible and adapt the methodical guide based on the unique needs and characteristics of your class and the vocational context in which you are teaching conflict resolution. The key is to create an engaging and practical learning experience that equips students with valuable skills for their careers.</p> <p>Creating a comprehensive methodical guide for carrying out a class on conflict resolution in a vocational context involves structuring the lesson effectively to achieve the learning objectives.</p> <p>One of the suggestions could be to create a detailed lesson plan that includes:</p> <ul style="list-style-type: none"> <li>- Introduction: Start with an engaging introduction to the topic.</li> </ul>

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	<ul style="list-style-type: none"> <li>- Content Delivery: Present key concepts, conflict resolution models, and techniques.</li> <li>- Practical Activities: Design role-playing exercises, case studies, and group discussions.</li> <li>- Application: Connect concepts to the vocational context.</li> <li>- Assessment: Plan how you'll evaluate students' understanding and skills.</li> <li>- Conclusion: Summarize the key takeaways and lessons learned.</li> </ul>
<ul style="list-style-type: none"> <li>- Warming up</li> </ul>	<p>A warm-up activity for a class on conflict resolution in a vocational context should help students ease into the topic and set a positive, participatory tone for the lesson. Here are a few ideas how you can introduce the topic.</p> <ol style="list-style-type: none"> <li>1. Provide students with a list of common vocational conflict scenarios. Ask them to brainstorm and share examples they've encountered or heard of. This encourages engagement and sets the stage for discussing real-world challenges.</li> <li>2. Create a short conflict resolution quiz with multiple-choice questions related to conflict resolution techniques or common conflict scenarios. This can be done individually or in pairs. Afterward, discuss the correct answers as a class.</li> <li>3. Start with a simple role-playing exercise where students pair up and play out a very minor conflict scenario, such as a disagreement about work priorities. This practical activity introduces students to the idea of resolving conflicts through role-play.</li> <li>4. Present students with hypothetical vocational conflict scenarios and ask them to think about how they would handle the situation. This activity encourages critical thinking and problem-solving.</li> </ol> <p>These warm-up activities serve to engage students, spark discussions, and create a positive atmosphere for exploring the complexities of conflict resolution in a vocational context. Choose an activity that suits the dynamics and preferences of your class.</p>
<ul style="list-style-type: none"> <li>- Explanation for the students at the start</li> </ul>	<p>Explain that the lesson is about diving into a vital skill set that will benefit your students not only in their chosen careers but also in their personal lives. Conflict resolution is the art of managing and resolving disputes and disagreements in a way that leads to positive outcomes.</p> <p>In any vocational roles, students will encounter various conflicts—whether it's differences in opinions with colleagues, misunderstandings with clients, or challenges within your team. It's essential to develop the skills to address these conflicts constructively and transform them into opportunities for growth and collaboration.</p> <p>Explain that during this lesson, students will learn some strategies, and approaches to manage and resolve conflicts effectively. They will explore the power of</p>

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	<p>effective communication, empathy, negotiation, and problem-solving. Students will also gain insights into understanding the sources of conflicts and how to prevent them from escalating.</p> <p>Remind that the skills to be acquired here are not just for the vocation learnt; they're also life skills that can improve their personal relationships and contribute to the overall well-being.</p>
<p>- Task description for the students</p>	<p>Here's a task description for students to engage in during the conflict resolution class in a vocational context:</p> <p>In pairs or small groups, select a vocational conflict scenario from the provided list or create one based on real-world experiences. Ensure the scenarios are relevant to your vocational field.</p> <p>Assign specific roles to each participant in the scenario, such as "Employee A" and "Employee B" or "Client" and "Service Provider." Define clear objectives for each role. What are the desired outcomes for each party?</p> <p>Conduct a role-playing session where participants act out the chosen scenario. Focus on simulating a realistic conflict situation, including dialogue, emotions, and possible resolutions.</p> <p>During the role-play, apply conflict resolution strategies and techniques you've learned in the class. Encourage active listening, empathy, effective communication, and negotiation.</p> <p>After the role-play, discuss and decide on a resolution to the conflict within the scenario. Consider various perspectives and potential solutions. Reflect on the techniques used and their effectiveness.</p> <p>Relate your role-playing experiences to your vocational roles. How can the conflict resolution strategies learned in this class be applied in your future work scenarios?</p> <p>Tips to emphasize during the class:</p> <ul style="list-style-type: none"> <li>- Approach the role-play with an open mind, aiming to understand each other's perspectives.</li> <li>- Focus on constructive and respectful communication, even during conflicts.</li> <li>- Consider the ethical and professional standards relevant to your vocational field when resolving conflicts.</li> <li>- Emphasize the importance of finding mutually beneficial solutions.</li> </ul> <p>This role-playing task allows students to put conflict resolution theories and techniques into practice in a safe and controlled environment. It promotes active learning and provides a practical foundation for applying conflict resolution skills in their vocational learning.</p>
<p>- Additional activities for the students</p>	<p>Below you will find some additional activities which you can suggest in the class</p> <ul style="list-style-type: none"> <li>- divide the class into two groups, and have them</li> </ul>

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	<p>engage in a debate on different conflict resolution approaches or models. This activity encourages critical thinking and exploration of various techniques,</p> <ul style="list-style-type: none"> <li>- have students lead small conflict resolution workshops for their peers. Each workshop can focus on a specific aspect of conflict resolution, and students can share their knowledge and skills,</li> <li>- provide real or hypothetical case studies specific to students' vocational fields. Have them analyze the conflicts presented and propose effective resolutions,</li> <li>- ask students to research and share news articles or case studies related to conflicts and their resolutions in the vocational sector. Discuss the implications and lessons learned,</li> <li>- present a scenario where a team must make a challenging decision. Have students practice inclusive decision-making by considering various perspectives and reaching a consensus,</li> <li>- provide a complex vocational conflict scenario and ask students to analyze it thoroughly. Then, require them to propose a step-by-step resolution plan.</li> </ul> <p>These additional activities offer diverse ways for students to deepen their understanding of conflict resolution and its application in vocational contexts. You can select activities that align with your class objectives and students' interests.</p>
<ul style="list-style-type: none"> <li>- Extra resources for learners</li> </ul>	<p><a href="https://kilmanndiagnostics.com/">https://kilmanndiagnostics.com/</a></p> <p><a href="https://assets.campbell.edu/wp-content/uploads/2016/12/22124638/conflict-resolution.pdf">https://assets.campbell.edu/wp-content/uploads/2016/12/22124638/conflict-resolution.pdf</a></p> <p><a href="https://ocw.mit.edu">https://ocw.mit.edu</a></p>
<ul style="list-style-type: none"> <li>- Self-reflection for students</li> </ul>	<p>Self-reflection takes on special significance. After absorbing the theories, strategies, and practical exercises, students are poised at a crossroads, ready to embark on a journey of self-discovery and transformation. You can ask students to self-reflect on the class after having done some of the exercises that you offered. For example case study analyses become a mental playground, a space to scrutinize complex conflicts with the lens of newfound knowledge. As students delve into these scenarios, they draw on the theories and strategies discussed in class, dissecting the conflicts piece by piece. The results of these reflections can be enlightening, revealing the transformation of thought processes and the birth of innovative conflict resolution approaches. Another one is role-playing. Role-playing reflections offer yet another layer of introspection. Those simulated scenarios, once intimidating, become mirrors that reflect growth. Students trace their steps, recognizing the strategies that bore fruit and the ones that faltered. With the wisdom of hindsight, they outline the alternative paths they could have trodden.</p>

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	Students don't just embrace conflict resolution skills; they nurture them. Their reflections fuel a determination to fine-tune their strategies, to construct bridges, and to create harmonious environments where conflicts are catalysts for growth.
- Feedback on the solution (if applicable) / Possibility to check	Use assessment tools like rubrics or evaluations to measure students' progress. Provide constructive feedback to help them grow.
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