

Course Overview

Number of Units: 5 Units

Estimated time: 3 - 5 weeks or 9 - 15 hours

OALCF Levels: A1.2, A3, B1.2, F

Suggested Milestones: 3 or 4, 14, 16, 60

Course Description

This course offers helpful advice and activities on stress management and communication skills. It explains conflict and how different people deal with conflict in their lives. It explains the 4 P's of Conflict Resolution: Preparedness, Perception, Personality and Practice.

Summary of activities: Reading, Journals, Quizzes, Videos and Online Forums.

Unit 1: Stress and Stressors

How we deal with stress can sometimes affect how we handle conflict. This unit talks about stress, stressors and tips for stress management.

Unit 2: Communication Skills

Good communication skills can be helpful when dealing with conflict. This unit discusses communication styles, communication barriers and how to use "I statements."

Unit 3: Being Prepared for Conflict

It is important to be prepared when dealing with conflict. This unit explains how to identify the wants and expectations of the other people involved in the conflict. It also explains how attitude can affect conflict.

Unit 4: Personality Styles and Conflict

People deal with conflict in different ways. This unit talks about different personality styles and gives advice on being assertive.

Unit 5: Dealing with Conflict

This unit offers tips on how to deal with conflict. It also looks how technology impacts communication. Learners will identify their 'circles of support' and practice giving advice.