

St Joseph's PROS Program Curriculum

Course Title: Conflict Management

Frequency and Duration: 1x a week for 60 minutes

Component and Service: CRS-CLE

Course Overview/ Description: We have all experienced conflict in our lives, as conflicts are disagreements resulting from people or groups having differences in attitudes, beliefs, values or needs. The fact that conflict exists is not a bad situation, as long as the conflict is managed effectively. Resolving conflict can be beneficial and lead to both growth and maturity. In this class participants can expect to learn creative problem solving and decision making techniques, what the impact of conflict has on their lives and their relationships and learn their own conflict management style.

Goals: Participants will be able to use strategies learned in class to help resolve the conflicts in their lives.

Expected outcomes: At the completion of this course participants will have an awareness that problems exist and need to be solved, learn creative problem solving and decision making and learn the impact of respect, trust and commitment.

Modules

1. Beliefs about Conflict
2. My Conflicts
3. Conflict Resolution
4. Conflicts Can Be Beneficial
5. Using Conflict Management Skills
6. Destructive/Constructive Conflict
7. Listening for Meaning
8. Active Listening Skills
9. Hot Buttons
10. Negotiation
11. Strengths and Weaknesses
12. Brainstorming Solutions