

INFORMATION	
Year	3
Credits	15 EC
Study load	420 hours
Prerequisites	Completion of Year 1 of a Stenden degree program
School	Disaster Management
Open to	All Stenden Students
Offered	Module 2 and 4
Module coordinator	Mr. Luthando Sikade

INTRODUCTION

It can be argued that conflict is an inherent part of us because it can be inter-personal, national, regional and international. Conflict can be destructive or constructive. Conflict resolution skills are critical skills for ensuring constructive relations with others, be it as an employer, colleague, contract partner, or aid worker. This module seeks to enhance a student's ability to effectively manage interpersonal conflict in a multitude of settings. It seeks to allow participation from any background of undergraduate studies at NHL Stenden in order to create a multidisciplinary platform of interaction of students from different backgrounds. The module revolves around theories, best-practices, real world cases, and practical skills to effectively manage conflict, both from the perspective of the participant as well as from an external moderator (mediation). South Africa has a history of conflict and simultaneously has become synonymous with conflict resolution in its post-apartheid era. The environment thus provides a multitude of real world issues on how (not) to effectively resolve conflict across a spectrum of cultures.

MODULE LEARNING OUTCOMES

After participating in this module, you should be able to:

1. Explain the nature and causes of conflict in an individual or group setting.
2. Explain and apply the theories associated with conflict resolution in different scenarios.
3. Identify the different approaches that can be used to analyse a conflict
4. Present options for conflict de-escalation and intervention
5. Evaluate interventions and best practices in dealing with conflict resolution.
6. To identify and use appropriate information resources applicable to different conflicts
7. To develop sustainable conflict interventions
8. Apply and evaluate various verbal and non-verbal communication skills to effectively communicate during conflict resolution with a specific focus on non-violent communication.
9. To understand the multidisciplinary nature of the management for the various stakeholders involved in conflict resolution.
10. Apply effective mediation techniques to act as a mediator to resolve conflict.



CONFLICT RESOLUTION AND PEACEBUILDING

MODULE STRUCTURE AND ORGANISATION

The minor Conflict Resolution offers a variety of activities that allow students not only to explore the theoretical framework of conflict management, but also to experience the dilemmas of professionals, managers, and aid workers in the field through Case Based Learning.

SESSION	CONTACT TIME (HOURS)	SELF-STUDY TIME	TOTAL SESSIONS	TOTAL CONTACT TIME (HOURS)	TOTAL SELF-STUDY TIME (HOURS)	TOTAL STUDY HOURS
DBE	1.5	6	16	24	96	120
Lectures	1.5	2	16	32	24	56
Workshops	1.5	3	18	27	54	81
Weekly Assignments	-	4	8	-	32	32
Module Assignment	1	50	5	5	50	55
Community Placement	7	2	8	56	8	64
Presentation	2	8	1	2	8	10
Total				146	272	418

ASSESSMENT

The module accounts for 15 EC's and thus requires 420 hours of study. The assessment scheme is presented in the table below.

ASSESSMENTS	MARK ALLOCATION	PASS MARK% (SUB MINIMUM)
DBE Sessions	80	-
Workshops	70	-
Module Assignment		
Content	150	55
Presentation	40	
Bi-Weekly project reports	80	55
Total	420	55

Students are required to participate in all classes / educational activities. A mandatory minimum attendance of 80% is required for each module component of all academic activities in order to pass the associated unit(s). Failing to achieve the 80% will result in being required to retake the module. It is essential to report absence to the responsible module coordinator, lecturer for the lecture and the group members. In addition, the chairperson and / or tutor should be informed before the start of the session.