

## Learning Unit 5: Theme 1 Worksheet

1. Discuss the significance of conflict management emphasising the different kinds of conflict that can happen at different levels.

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2. Match the following types of conflict.

TYPES OF CONFLICT	EXPLANATION
GOAL CONFLICT	The most serious type, occurs because of differing ideologies
CONFLICT OF INTEREST	People have incompatible preferences for a course of action/plan
VALUE CONFLICT	People disagree about preferred outcome/ end state
AFFECTIVE CONFLICT	Individuals are aware that feelings/emotions are incompatible

3. Discuss the cultural influences on conflict management emphasising the different approaches.

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The following scenarios are based on conflict resolution styles: What conflict resolution style does the following characters use?

4. Gemma has an indirect approach for dealing with conflict. She retracts her emotions, uses silence and avoidance as well as intermediaries in her conflict resolution.

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5. Prudence uses a direct approach for dealing with conflict. She expresses verbal and non verbal emotions which expresses her sincerity to resolve the conflict.

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6. Ana uses an indirect approach but is very emotionally expressive. She uses a lot of metaphors, stories and strong language.

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7. Kelsey uses a direct approach but restrains her emotions to directly focus on the issue at hand.

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8. Differentiate between the two management of intercultural conflict.

Productive	Destructive
Cooperative	Competitive

9. Discuss communication for social change explaining modernisation and dependency in the ethnocentric approach. You can justify your argument explaining the different states as well as developed vs developing countries.

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10. Discuss the three principles in the participatory paradigm.

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