SCCR Scottish Centre for Conflict Resolution | cyrenians

UNTANGLING THE KNOTS - ONLINE COURSE

All relationships get in a tangle from time to time, sometimes we need a bit of help with the knots. The SCCR has developed an online practitioner course, supporting participants who directly work with families and young people to develop their skills in conflict resolution. You must meet this criteria to be given a space on this course and you must also live in Scotland. The course nurtures a creative and dynamic space for participants to share and reflect on their own learning and experiences, and build connections for the future.

WHO IS IT FOR?

The course is aimed at practitioners who have a role working directly with young people and their families within the Third, Health, Criminal Justice, Parenting, Family, Education, Social and Housing, Mediation or Conflict Resolution sectors, either as a practitioner/volunteer. You must be able to attend all 4 online sessions.

WHAT DOES IT COVER OVER THE 4 SESSIONS?

Over the 4 sessions the course will explore key themes to understanding and managing conflict. This will be achieved through the sharing of knowledge, skills practice and self-reflection. The course is broken down into the following:

After the informal introductions you will be involved in the following:
- Conflict response styles
- Dynamics of conflict
- Effective communications
- Reactive or Reflective (Monkey v Lizard)
- Brain and Body connection (Cranial Cocktail)
- Encouraging a better understanding
- Anger and the brain (Keep the Heid)
- The Anger Cycle
- Conflict Resolution

"This course has allowed me to gain an understanding of the dynamics of relationship conflict. It has been a refresher of the importance of exploring emotional states for better emotional understanding."

Course Participant, 2020/2021

WHAT DO WE EXPECT FROM PARTICIPANTS?

- **Commitment** - to attend and participate for the duration of the course.
- **Participation** - recognising that every activity is an opportunity for learning, taking ownership of it and enjoy the experience.
- **Pre-requisite activity** - commit to undertaking the pre-requisite activity when required as part of self-study
- **Feedback** - As a requirement for funding bodies. Your feedback and comments are really important to us for reporting, audit and development.

WHAT CAN YOU EXPECT FROM THE SCCR?

- **Commitment** - SCCR committed and dedicated resources to host and deliver the course.
- **Encouragement** - to encourage as much shared learning, reflection and group discussion as possible.
- **Permission** - The permission to slow down and be yourself
- **Access -** The course is free of charge at point of access.

*Badged through the Open badges platform of the SSSC Learning Zone

"[I found the training] extremely engaging! The activities, various tasks (animation/scenarios/quiz outcomes) and breakout rooms were very beneficial to my overall learning. The team made it a welcoming experience too."

Course Participant, 2020/2021