

AN INNOVATIVE
OUTREACH
PROGRAMME TO
EQUIP ADULTS WITH
DISSABILITIES WITH
KEY COMPETENCES
(SOCIAL
ENTREPRENEURIAL
AND DIGITAL)



ENTRE4ALL COMMUNITY SUPPORT CENTRES

Project number: 2019-1-SI01-KA204-060426

O2. ENTRE4ALL back pack: Educational - learning guide for setting up digital social entrepreneurship hubs

O2.1. Teaching and learning material based on the social activation approach

TEMPLATE: Training Techniques and handouts for adult educators/trainers

Partner: Emphasys Centre

Date:

Module 4. Social Skills	
Activity Number	M4-T2-A5
Topic	Conflict Management
Learning Outcomes	<p><u>Basic (A): Referring to EQF level 3-4</u></p> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> To recognise different kinds of emotional contexts <p><u>Skills</u></p> <ul style="list-style-type: none"> To identify different kind of emotions To define helpful behaviours <p><u>Competences</u></p> <ul style="list-style-type: none"> To be able to justify the use of helpful behaviours
Learning approach	<input type="checkbox"/> Blended-learning opportunities <input checked="" type="checkbox"/> F2F training <input type="checkbox"/> Individual e-learning <input checked="" type="checkbox"/> Open-distance learning <input type="checkbox"/> Work-based learning <input type="checkbox"/> Community work <input type="checkbox"/> other (please specify)
Training Technique	Behaviour Management
Duration	50 minutes
Facility/ Equipment	Classroom, Internet access, chairs, tables, training room
Participants will need:	<i>Notepad, pen or pencil</i>
Attached worksheets	B1-1: Unpleasant Behaviour B1-2: Behaviour Management Exercise
Main Tasks / Procedure	<p>Task 1 Introduction to Behavioural Management. Provide to the students the Worksheet B1-1: Unpleasant Behaviour. Read the document aloud and have a discussion. (15 minutes)</p> <p>Task 2 This is a group exercise. The teacher divides the students in 2 groups. if the student's number is more than 10 students per classroom the groups can be 3 or 4. The maximum people per group should be 5 people. Each group needs to prepare a bulletin of rules which everybody needs to follow e.g. the educator is nice, people are respectful. Each group must come up with at least 5 rules. Then a student of each group presents their ideas and have a discussion in class. (30 minutes)</p>

	<p>Task 3 Warm it up (15 minutes) The teacher asks the students ‘what do you do when someone is rude to you?’ and ‘What do you do when you feel upset?’.</p>
<p>Useful Resources referenced to DATABANK (IO2-A2)</p>	<p>8 Activities for Classroom Management 10 Effective Ways Intelligent People Deal With Rude People</p>
<p>Tips</p>	<p><u>EQF Levels 5 & 6</u> <u>Learning Outcomes</u></p> <ul style="list-style-type: none"> • To understand what conflict management is • To define conflict management and helpful behaviours <p>The teacher uses Task 1 and adds another activity. In Task 2, the teacher asks each student to: Write down or say an occasion when you found yourself in a conflict situation with someone (friend, family member, colleague, etc.). How did you react to those situations? Was your reaction appropriate? What could you have done differently? The teacher asks students to read aloud their example or keep the paper for themselves. The class has a discussion. The teacher later asks students to write a definition of the conflict and corrects them if necessary.</p> <p><u>EQF Levels 7 & 8:</u> <u>Learning Outcomes:</u></p> <ul style="list-style-type: none"> • To react to conflicts with helping behaviour and rational thinking • To handle conflict resolutions with problem-solving and emotion management <p>The teacher uses the same Task 1 while Task 2 is replaced. Task 2 will seek to provide an understanding on what conflict management is with real case examples. For this activity, the teacher divides the students in a group of 2 people each. Each group is placed in a real time conflict scenario in a working environment. The teacher provides one of the following examples to each group. The students must try to resolve the conflict arise in the workplace in a positive manner.</p> <ul style="list-style-type: none"> • Olga works in an environmental organisation. Olga came in really late without providing an excuse. Julie who is the manager tells Olga off. Olga tries to communicate and reason with Julie about why she was late. • James works with George at the supermarket. James has a hearing opportunity. George yells at James to organise the shelves. James

	<p>does not understand and finds George's attitude toward James very disrespectful. James goes to his manager to address the issue.</p> <ul style="list-style-type: none">• Demio has been fired due to poor performance and unpleasant behaviour in his company. Demio feels very upset and goes to speak with his manager.
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Worksheet 1

Worksheet B1-1: Unpleasant Behaviour



What is an unpleasant behaviour?

Being rude means that someone is not polite and has an offensive or embarrassing behaviour.

What makes someone rude?

- Feeling unwell or in pain
- Hormonal changes
- Frustration at being told off which usually ends in self-harm
- Change in routine or feeling of loneliness
- Depression, anxiety or excitement
- Boredom
- Lack of understanding of what is happening
- Sensory needs
- Seeking attention



What to do instead?

- Address and communicate your needs e.g. I need a break
- Use a calm voice
- Smile
- Show kindness and sympathy for others

What to do when someone else is rude toward you?

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- Understand that people can often become rude.
- Don't be rude toward the other person. Instead, stop the cycle of rudeness and show empathy.
- Don't take it personal. Someone can be rude if they had a bad day or if they are too tempting. People can be rude.
- React to rudeness with kindness. Don't let other people make you feel upset.
- Call the person out on his/her behaviour. Ask them to stop being rude. Don't allow anyone to treat you in a disrespectful way. Instead, have a conversation about what bothered you and try to communicate your needs.
- Be a good role model. Treat as you want others to treat you.
- Avoid the rude person. Keep in mind that you can walk away from the person who was rude to you to defuse the situation.

