

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-A6
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 To understand helpful behaviours (focus on social entrepreneurships) <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	Problem- Solving
Duration	40 minutes
Facility/ Equipment	Classroom, Internet access, chairs, tables, training room
Participants will need:	<i>Notepad, pen or pencil</i>
Attached worksheets	B1-1: Problem-Solving Definition B1-2: Problem-Solving Activity B1-2: Problem-Solving Activity in Steps
Main Tasks / Procedure	<p>Task 1 The educator provides the B1-1: Problem-Solving Definition' worksheet. The educator reads and discusses problem-solving definition and steps with the students. The educator prompts the students to ask questions. The educator writes the 7 steps on the whiteboard. (10 minutes)</p> <p>Task 2 Based on the Problem-Solving Steps, each student with the support of the teacher needs to resolve a problem. The students are divided into a group of 2 or 3 people and are given a scenario as displays on Worksheet 2: B1-2: Problem-Solving Activity. The teacher reads the scenario aloud and asks each</p>

	<p>group the questions on the document. By the end of the activity, the teacher discusses their responses. (20 minutes)</p> <p>Task 3 Wrap it Up (10 minutes) The teacher explains what problem-solving is and the importance when resolving a conflict. The teacher asks the students to ask him/her any question.</p>
<p>Useful Resources referenced to DATABANK (IO2-A2)</p>	<p>17 Fun Problem Solving Activities and Games What is Problem Solving? 40 Workplace Scenarios 35 problem solving techniques and activities to create effective solutions 20 Problem Solving Activities for Your Team to Master</p>
<p>Tips</p>	<p><u>EQF Levels 5 & 6</u> <u>Learning Outcomes</u></p> <ul style="list-style-type: none"> • To recognise the needs of problem-solving through different types of problems • To use problem-solving skills for conflict resolution <p>The teacher replaces Activity 2 with a new activity. The teacher provides the worksheet 3 and forms a group of 2-3 people in each group. The teacher reads the scenario aloud and gives 15 minutes to students to fill in the documents. After they have finished, the teacher asks each group to provide their answers. The teacher emphasises the correct response to each step.</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 adds a Group Drawing Activity. Divide the group of students into teams of three. Each person on the team has a one of the following roles: Drawer: The drawer attempts to recreate a pre-drawn design they cannot see. They take directions from the talker. They stand with their back to the talker and viewer and may not talk. Talker: The talker describes the design to the drawer, without seeing the design. They may question the viewer. They may not use hand gestures. Viewer: The viewer sees the design. However, they are not allowed to talk and must communicate nonverbally to the talker. Additionally, they must not draw the design in the air or actually show the design with their gestures.</p>

Worksheet 1

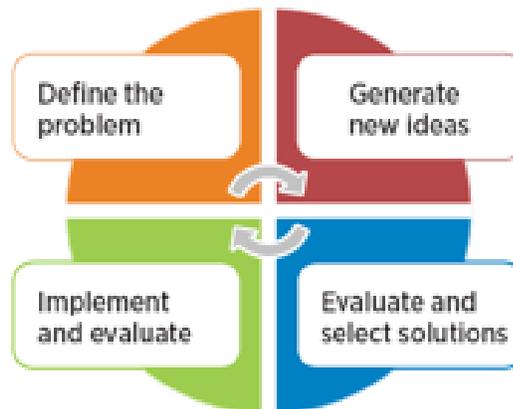
Worksheet B1-1: Problem-Solving Definition



➤ What is Problem-Solving?

Problem solving is the act of defining a problem; determining the cause of the problem; identifying, prioritizing, and selecting alternatives for a solution and implementing a solution.

➤ How to solve a problem?



7 STEPS TOWARD SOLVING THE PROBLEM

1. Identify the issues/ problem
2. Understand everyone's interests
3. List the possible solutions
4. Evaluate the options
5. Select an option/ options
6. Write down the solution
7. Plan ahead – Identify the aftereffects

Worksheet 2

B1-2: Problem-Solving Activity



Albert is hearing impaired and works as a cashier at a cafeteria. He eavesdropped his colleagues making fun of the fact that he can't hear properly a couple of times without saying anything. Albert files a complaint with the company and claims this is an example of discrimination in the workplace. What should management do?

Questions:

1. What is the main problem?
2. What can do to resolve the problem?



Problem solving requires the **person to identify the problem, come up with different solutions to solve the problem, choose the best solution** to the problem, and implement the chosen solution.

Worksheet 3

B1-2: Problem-Solving Activity in Steps



Albert is hearing impaired and stands in line in the company cafeteria. Eddie, his co-worker steps in from of Albert, “I have been here longer and belong in front of the line”. Albert files a complaint with the company and claims this is an example of racism in the workplace. What should management do?



Questions:

What to do for each step toward problem-solving?

What is the main problem?	
What are the interests of?	
Which is a possible solution?	
What is the outcome of each solution?	
What is the best solution?	
Write down the solution	
What are the aftereffects of this solution?	