

UNESCO/APC MULTIMEDIA TRAINING KIT

Trainers' notes: Cooperative Problem Solving CPS – A Matter of Choice

Developed by: Search for Common Ground

Introduction	Unit message: Cooperative Problem Solving is sometimes the best way to deal with a problem. However, sometimes other strategies are desirable. It is possible to assess a situation and choose an appropriate approach.
Timing/Duration	One hour
Content outline and main topics covered	<ul style="list-style-type: none">o Guided discussion to identify the various options we have for managing conflicts (the “Dual Concerns” model).o Exercise to identify situations that might call for various approaches.o Guided discussion to reflect on the fact that we have choices when it comes to dealing with conflict.
Target audience	General.
Prerequisite skills/Knowledge	Units 1-11
Unit objectives/Expected outcomes	Upon completion, participants should be able to: <ul style="list-style-type: none">o Analyze the choices they have in the face of conflict.o Describe when and how different choices for dealing with conflict might be more appropriate than others.
Pre-workshop activities	-
Notes on using exercises	See expanded outline below.
Resources included with unit	<ul style="list-style-type: none">o Trainers' noteso Overheads <p>Use the general CPS Guide as a handout.</p>
Additional trainer resources	Read Chapter 12 of the CPS Guide.
Equipment needed	<ul style="list-style-type: none">o Blackboard/whiteboard and chalk/dry erase markers or flipchart, markers, and tapeo Arrange for breakout rooms, if possibleo “Definitions” poster (made from overhead included with this unit)o “Map” poster (made from overhead included with this unit)

Comments	Before beginning this module, draw the "Dual Concerns Model" on a flipchart. That will make it easier to discuss.
Expanded outline	<ol style="list-style-type: none"> 1. Introduction: Cooperative Problem Solving is sometimes the best way to deal with a problem. However, sometimes other strategies are desirable. It is possible to assess a situation and choose an appropriate approach. 2. Guided Discussion (20 minutes): <ul style="list-style-type: none"> o What are some possible ways to deal with a conflict? (Brainstorm) o Note how these options can be grouped into three different types of strategies: flight (avoid), fight (contend or yield), and unite (problem solve) (CPS Guide page 28; overhead included with this unit). o Explain the "Dual Concerns" model, which you have drawn on a flipchart or chalkboard (CPS Guide page 28; overhead included with this unit). 3. Group Exercise (40 minutes): <ul style="list-style-type: none"> o Participants count off by fives. o Assign a conflict management approach to each group (avoid, contend, compete, yield, and problem solve). o Each group lists on a flipchart the types of situations in which their approach might be appropriate. (10 minutes) o Each group reports back. o Discussion. Key point: We have choices when it comes to dealing with conflict. (20 minutes) 5. Evaluation: If you are presenting this unit separately (not as part of the whole Cooperative Problem Solving workshop), please refer to Unit 14, "Workshop Evaluation," for guidance on how to conduct an evaluation of an individual unit. 6. Conclusion: <ul style="list-style-type: none"> o Review the major points covered in this unit. o If the entire module is being taught, introduce the next unit, "Back-Home Action Planning."