## UNESCO/APC MULTIMEDIA TRAINING KIT

### Trainers' notes: Cooperative Problem Solving

**Raising an Issue**

Developed by: Search for Common Ground

<table>
<thead>
<tr>
<th><strong>Introduction</strong></th>
<th><strong>Unit message:</strong> the way we raise an issue has a significant effect on the entire problem-solving process. By raising an issue in a constructive way, we set the stage early for resolving the conflict productively. The purpose of this module is to give participants an opportunity to practice and explore this type of problem solving.</th>
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</thead>
<tbody>
<tr>
<td><strong>Timing/Duration</strong></td>
<td>30 minutes</td>
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</table>
| **Content outline and main topics covered** | o Introduction  
o Exercise: “How Not to Raise an Issue” part 1  
o Part 2: Practice How to Raise an Issue  
o Practice  
o Conclusion |
| **Target audience** | General |
| **Prerequisite skills/Knowledge** | There are no prerequisites for this unit. However, it should always be followed by Units 4, “Listening”, and 5, “Discovering Interests”. |
| **Unit objectives/Expected outcomes** | Upon completion of this unit, participants should be able to:  
o Understand the principles of raising an issue  
o Raise an issue in a way that encourages cooperative problem solving |
| **Pre-workshop activities** | - |
| **Notes on using exercises** | See expanded outline below. |
| **Resources included with unit** | o Trainers’ notes  
o Overheads  
o Exercises  
o Copyright statement  

The general CPS Guide should be used as a handout. |
| **Additional trainer resources** | Read Chapter 3 of the CPS Guide. |
Equipment needed

- Blackboard/whiteboard and chalk/dry erase markers or flipchart, markers, and tape
- Arrange for breakout rooms, if possible
- “Definitions” poster (made from overhead included with this unit)
- “Map” poster (made from overhead included with this unit)

Comments

Expanded outline

1. Introduction (5 minutes):
The way we raise an issue has a significant effect on the entire problem-solving process. By raising an issue in a constructive way, we set the stage for resolving the conflict productively. The purpose of this module is to give you an opportunity to practice and explore this type of problem solving.

2. Exercise:
“How Not to Raise an Issue” (20 minutes):

3. Conclusion (5 minutes):
Review the major points covered in this unit.

If the entire module is being taught, introduce the next unit, “Listening.”