

UNESCO/APC MULTIMEDIA TRAINING KIT

Trainers' notes: Cooperative Problem Solving Raising an Issue

Developed by: Search for Common Ground

Introduction	Unit message: 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.
Timing/Duration	30 minutes
Content outline and main topics covered	<ul style="list-style-type: none">o Introductiono Exercise: "How Not to Raise an Issue" part 1o Part 2: Practice How to Raise an Issueo Practiceo 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: <ul style="list-style-type: none">o Understand the principles of raising an issueo 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	<ul style="list-style-type: none">o Trainers' noteso Overheadso Exerciseso Copyright statement <p>The general CPS Guide should be used as a handout.</p>
Additional trainer resources	Read Chapter 3 of the CPS Guide.

Equipment needed	<ul style="list-style-type: none"> o Blackboard/whiteboard and chalk/dry erase markers or flipchart, markers, and tape o Arrange for breakout rooms, if possible o “Definitions” poster (made from overhead included with this unit) o “Map” poster (made from overhead included with this unit)
Comments	-
Expanded outline	<ol style="list-style-type: none"> 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.”