

UNESCO/APC MULTIMEDIA TRAINING KIT

Trainers' notes: Cooperative Problem Solving Respecting Emotions

Developed by: Search for Common Ground

Introduction	Unit message: emotions are normal in a conflict situation, and they can contribute to problem solving if you learn how to manage them.
Timing/Duration	35 minutes
Content outline and main topics covered	<ul style="list-style-type: none">o Guided discussion to identify the emotions of people in conflicto Small groups analyze the relationship between anger and cooperative problem solving
Target audience	General
Prerequisite skills/Knowledge	-
Unit objectives/Expected outcomes	Upon completion, participants should be able to: <ul style="list-style-type: none">o Identify the emotions associated with conflicto Understand the benefits and dangers of angero Describe sources of angero Understand how to manage one's own angero Understand how to manage others' anger
Pre-workshop activities	-
Notes on using exercises	See expanded outline below.
Resources included with unit	<ul style="list-style-type: none">o Trainers' notes.o Overheads.o Copyright statement. <p>Use the general CPS Guide with this unit.</p>
Additional trainer resources	Read Chapter 7 of 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	-

Expanded outline

1. **Introduction (2 minutes):** Emotions are normal in a conflict situation, and can contribute to problem solving if you understand how to manage them.
 - o Point out on the Map, CPS Guide page 6; overhead with this unit, that "Emotions" is one of the "non-linear" elements of CPS.]
2. **Guided Discussion (10 minutes):**
 - o Question: How did you feel as you were walking to that meeting with your friend, determined to resolve your conflict together? [List them on the flipchart as people identify them.]
 - o Question: What are some emotions that can be expected in a conflict resolution conversation"
 - "Emotions That Can Accompany Our 'Flight' Instinct" (CPS Guide page 20)
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 - o Why might we get angry when dealing with a conflict (Anger- A Common Emotion in Conflict Situations (CPS Guide page 20)
 - i. Threats
 - ii. Fear
 - iii. Powerlessness / Loss of Control
3. **Small Groups Analyze Anger in CPS (20 minutes):** Participants divide into four groups, and each group takes ten minutes to prepare a flipchart presentation:
 - o Group A: "The dangers and benefits of anger"
 - o Group B: "Anger - A common Emotion in Conflict Situations"
 - o Group C: "How To Manage Our Own Anger"
 - o Group D: "How To Manage Others' Anger"
4. **Small Groups Report Back**
5. **Review CPS Guide, pages 7-1 & 7-2 (3 minutes):**
 - o "Some Principles of Anger"
 - o "Anger - A Common Emotion in Conflict situations"
 - o "Managing Our Own Anger"
 - o "Managing Others' Anger"

	<p>6. 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.</p> <p>7. Conclusion:</p> <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, "Generating Options."
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