



CRN E-Learning Certificate Course

Use the left hand column to locate course assignments, and your marks for each quiz and assignment.

The course is divided into twelve modules and consists of readings, quizzes, forums and audio-visual material that enliven the learning process. The following pages show some examples of the course environment.

homepage snapshot

The Topic outline area lists each module's files and objectives.

The right-hand column shows if you have any messages from the course teacher, news updates and posters to print out emphasising topic areas.

"The material is well organised, easy to access and understand, with clear instructions that make learning an enjoyable experience". Henry Meghaizel, Philosopher/Consultant, PhD, BEd, BMus, BLit

What's in a Module?

- Topic
- Objective
- Overview
- Readings
- Audio or Video
- Homework Tasks
- Assignments

Download or read online, PDF files detailing the concepts of each Module. Text extract from taken from Mapping.

Mapping the Conflict

STEP 1. WHAT'S THE ISSUE?

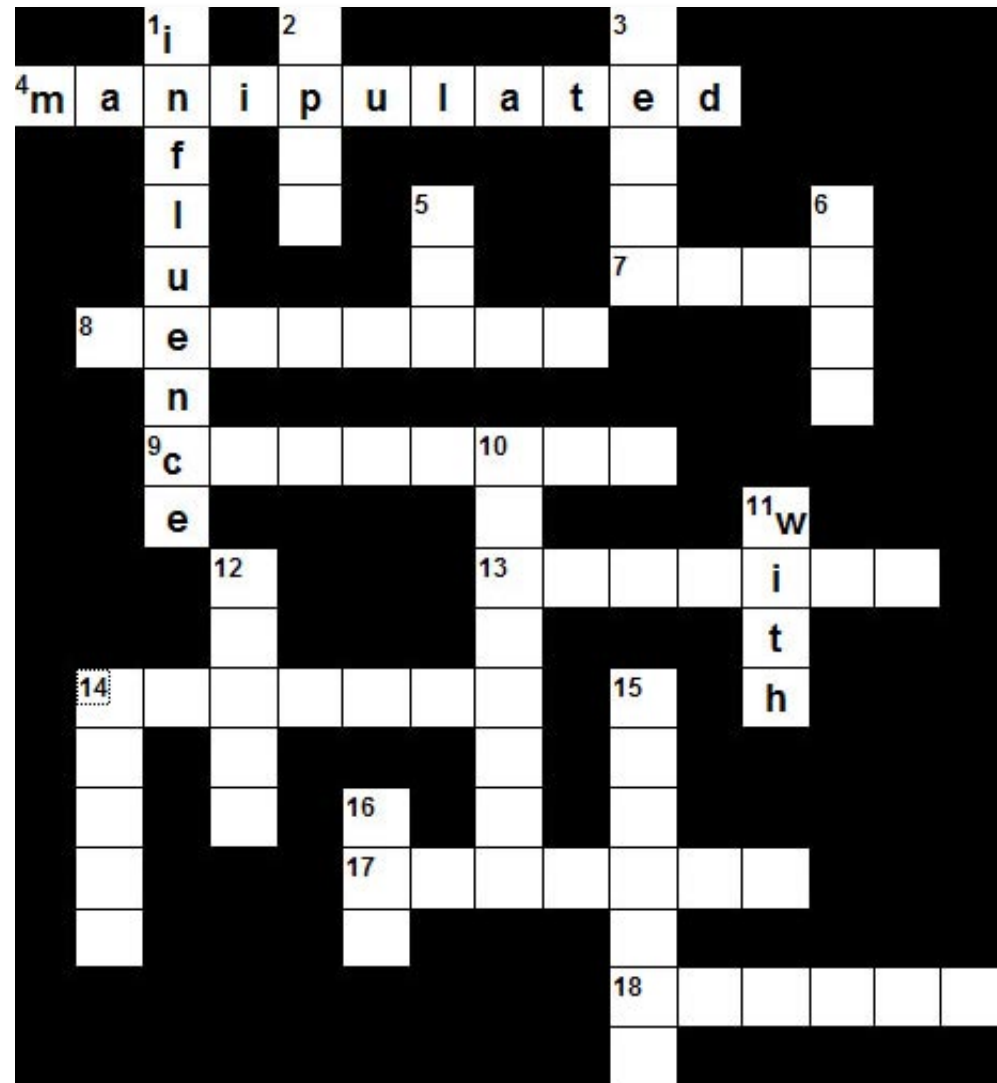
Label the issue in broad terms using neutral and unemotional language. There is no need yet to focus on or analyse the nature of the problem. Where the issue is someone in the workplace who is not doing their fair share of the job, the label you might write down is 'workload division'. Where there are personality clashes and communication has deteriorated, the label could be 'communication'. At home, where the problem is who does the washing up or the kids are not keeping their rooms tidy, perhaps label the issue 'washing up' or 'household chores'. Don't get anxious about whether or not the label is exactly right, simply get down the nature of the area or topic to be mapped. Don't define the problem in terms proposing a yes/no, either/or choice. Keep the problem definition open-ended.

Define the issue in a general statement.

***"I have undertaken a number of e learning courses previously and have found none better than this in terms of ease of use in addition to the valuable content".
Debbie Griffiths, Education & Development Advisor***

crossword quizz

Graded quizzes, crosswords, gap-filling and matching exercises are used to reflect and test the concepts of each module.



14 Across: There are three common roles in the Power Triangle: Victim, Persecutor and...(7)

14 Down: If you feel you should do something but dont really want to you have two choices: to submit or to...(5)

"I enjoyed the variety – it helped to understand the concepts covered. I also particularly enjoyed the quizzes as I enjoy this form of assessment". Debbie Griffiths, Education & Development Advisor

Forum Posts provide an opportunity to test out new conflict resolving skills and gain feedback from teachers and fellow participants.

"I commend this course to anyone who wants a more complete understanding of how and why conflict occurs, and constructive ways to handle it". David Purnell Experienced Mediator with the ACT Conflict Resolution Service



Your creative response to a significant challenge
by [Helena Cornelius](#) - Monday, 25 October 2010, 09:27 AM

Think of someone – perhaps in your workplace – who is sometimes difficult for you to handle. In not more than 250-300 words, describe how you could use the Creative Response skill to change your attitude when dealing with this person and the problems that come up with them.

Your writing should focus on changes you might make rather than on the other person.

After posting your reply, you will be able to read what others have written and they will be able to read your forum material also, so preserve confidentiality. No names and do not identify the person by any specific details.

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Re: Your creative response to a significant challenge
by [Kerry Turnbull](#) - Tuesday, 26 October 2010, 01:12 PM

Working on a tight deadline with a team of people can cause a lot of friction. I was working on a job when a female worker from a different department got very angry with me for the way in which she perceived I had carried out a certain task. I was very offended and upset that she had yelled at me, after all I did not report to her or even really know her. I decided that I did not want us to become "enemies", so later that day I took the time to explain to her why I had carried out the task in that manner. The outcome was she respected my decision, apologized and is still friends to this day. It was a good thing I did not let my hurt feelings get in the way of a measured response.

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forum post

Video and Audio grabs help to illustrate key concepts.

video

CRN E-Learning Course
CRNElearning01's Channel

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11 Introduction to Mediation
11.8 VIDEO: Roleplay - What are the needs? 11.9 VIDEO: Roleplay - Checking the communication? 11.10 VIDEO: Roleplay - Finding the middle ground 11.12 VIDEO: Roleplay - Designing options

More Info

11.8 VIDEO: Roleplay - What are the needs?
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11.8 VIDEO: Roleplay - What are the needs?
From: CRNElearning01 | November 15, 2010 | 14 views
Module 11 Introduction to Mediation
11.8 VIDEO: Roleplay - What are the needs?
CRN E-Learning Course

Videos are used throughout the course, demonstrating conflict in role play situations and the skills that are being taught. Videos are available in the course website and also uploaded for easy access on YouTube.