
Overview

Key Area Three is about supporting communities to come together and organise effectively so that they can collectively achieve their aims and exert influence on decisions that affect them. It concerns the skills and knowledge needed to work with groups of all kinds. It involves bringing people together, enabling them to agree what they want to achieve, and managing conflicts that occur and affect the community. It is about supporting groups to decide how to organise and campaign to get their views heard. It is of relevance to all Community Development practitioners.

There will be many competing interests within a locality or community of interest or identity. Within groups there will be differences in opinion, perspectives and ways of working, as well as competition for status and access to resources. All Community Development practitioners need to be able to deal with conflict. Conflicts and tensions are not necessarily bad, as they can be a catalyst for change. Practitioners need to be able to respond and support community members and other workers to work constructively with conflict.

This standard is relevant to all Community Development practitioners.

LSICD11 (SQA Unit Code - FX63 04)

Respond to community conflict

Performance criteria

- You must be able to:*
- P1 identify the causes and effects of conflict within and between community groups, communities and other bodies
 - P2 support people to identify and review areas of potential conflict, common ground and shared interests
 - P3 enable groups/communities to consider possible causes and the effects of conflict
 - P4 identify and analyse blocks to communication and mutual understanding and ways to remove them
 - P5 identify the abuses of power that create conflict and undermine shared values
 - P6 clearly state own values, perspectives, and responsibilities concerning any conflict
 - P7 support those involved to state their views and identify their rights and responsibilities
 - P8 explore the potential for mediation and identify sources of support
 - P9 act as a mediator within and between groups as and when appropriate to reach agreement
 - P10 document areas of agreement and continuing disagreement for future reference
 - P11 facilitate the development of an effective strategy to deal with continuing areas of conflict

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Knowledge and understanding

You need to know and understand:

The following knowledge and understanding statements relate to the four standards within Key Area Three. It is not necessarily the case that every Key Area Three knowledge statement relates to every standard, but it is likely that a knowledge statement relates to more than one standard.

The context

- K1 the contribution of social movements and community action in bringing about change
- K2 the impact of power and power relationships upon individuals and communities taking collective action
- K3 the benefits of recognising and valuing diversity
- K4 how discrimination and disadvantage impact on working relationships within communities
- K5 barriers to involvement in collective activities and ways to overcome them
- K6 how to develop community-based strategies which build the confidence, skills and independence of community groups
- K7 the importance of groups deciding on their own development

Setting common goals

- K8 the role of research and information to determine common concerns
- K9 appropriate techniques and approaches for the collective identification of common issues, such as gender, disability, age and culture
- K10 collective decision-making approaches to identifying and agreeing aims and objectives

Group dynamics and processes

- K11 how to facilitate collective approaches to group dynamics and development appropriate to the values of Community Development
- K12 equality and anti-discriminatory practice within groups
- K13 the impact of transient and changing populations on groups
- K14 structures which encourage open debate and accountability within groups
- K15 the roles that people take in groups and the support they need to be effective
- K16 methods of facilitating the review and development of group needs and capacity

Community organising

- K17 collective and participatory approaches to planning an event or activity
- K18 how to identify and access necessary resources and support for

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- community events/activities
- K19 how to ensure compliance with relevant legislation and good practice in relation to planned events/activities, including how to undertake a risk assessment
 - K20 how to effectively monitor and evaluate events/activities and incorporate learning into future planning

Conflict within communities

- K21 causes of conflicts within communities and wider society
- K22 common responses to conflict situations and the impact on group cohesion
- K23 different, and creative, approaches to conflict analysis and resolution
- K24 sources of mediation support available to individuals, communities and practitioners

Campaigning

- K25 models and techniques for collectively planning a community based campaign
- K26 the importance of making strategic alliances to build support
- K27 The factors to take into account when choosing methods of publicity and seeking media support for specific campaigns
- K28 how to influence and gain support via national and local political systems and structures
- K29 methods for evaluating community based campaigns

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Additional Information

Values

Key Area Three is underpinned by the five Community Development key values of: Equality and Anti-discrimination, Social Justice, Collective Action, Community Empowerment and Working and Learning Together.

The following examples correspond to each of the key values:

1. conflict is addressed from a position of mutual respect between all parties
2. power relationships and their effects are recognised within conflict situations
3. awareness that community conflict can result from external events and/or decisions made by others
4. constructive ways of challenging ensure sources of conflict are 'depersonalised'
5. individuals and groups reflect on, learn from and progress from conflict situation

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