Module Title:	Conflicts and Dilemmas – Completing the Circle 2	**Level**:	5	**Credit Value:**	20

Module code:	SWK501 SWK509 (Outside In attendance only)	**Is this a new module?**	YES	**Code of module being replaced**:	SOC516

Cost Centre:	GASW	JACS3 **code**:	L500

Trimester(s) in which to be offered:	1, 2	**With effect from:**	September 18

School:	Social & Life Sciences	**Module Leader:**	Liz Lefroy

Scheduled learning and teaching hours	36 hrs
Guided independent study	164 hrs
Placement	0 hrs
Module duration (total hours)	200 hrs

Programme(s) in which to be offered	Core
BA (Hons) Social Work: Qualified Status	✓
BA (Hons) Social Welfare (exit/alternative award)	✓
Standalone module aligned to BA (Hons) Social Work: Qualified Status for Outside In group students for QA and assessment purposes.	✓
Glyndŵr University Certificate of Attendance (completion of modules SWK405; SWK501 and SWK508)	✓

Pre-requisites
None

Module Aims
This module aims to give students the opportunity to explore, alongside people who use services and their carers, experiences of conflicts and dilemmas in social work. Developing an understanding of the different points of view that can exist between all those involved in social work services will set a broader context for students' understanding of causes of conflicts and dilemmas and possible strategies for working together. Students will hear from individuals what helps to manage conflict between individuals and service providers in a climate of limited resources. Students will build on level 4 understandings by contrasting radical social work values with traditional values. Students will reflect on their own values and any conflicts and dilemmas they are experiencing in their training. The theme of advocacy will run throughout the module: its various forms and potential.

Intended Learning Outcomes
Key skills for employability

KS1	Written, oral and media communication skills
KS2	Leadership, team working and networking skills
KS3	Opportunity, creativity and problem solving skills
KS4	Information technology skills and digital literacy
KS5	Information management skills
KS6	Research skills
KS7	Intercultural and sustainability skills
KS8	Career management skills
KS9	Learning to learn (managing personal and professional development, self-management)
KS10	Numeracy

At the end of this module, students will be able to		Key Skills	
1	Provide an account of the reasons for the potential for conflicts and dilemmas in social work provision	KS1	KS2
		KS3	KS5
		KS7	
2	Demonstrate understanding of the role of people who use services and their carers in challenging policy and provision	KS1	KS2
		KS3	KS6
3	Demonstrate developing skills in managing conflicts and dilemmas including understanding the role of advocacy.	KS5	KS8
		KS9	
4	Communicate active reflection on emancipatory, radical and personal values and their relationship to professional requirements	KS1	KS8
Transferable/key skills and other attributes			
- Learning from people who use social work services - Listening skills - Skills in working co-operatively with others - Skills in communicating with people in situations of tension and conflict - Research skills			

Derogations

Two attempts only at each assessment.

All assessments must be passed at 40% or above.

This module cannot be trailed to the next level.

Assessment:

Assessment 1 – Presentation to Outside In focus group of the reasons for conflicts and dilemmas at the personal and structural levels

Assessment 2 - Essay which requires analysis and students' use of knowledge, skills and values to suggest potential practice approaches.

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)	Duration (if exam)	Word count (or equivalent if appropriate)
1	1	Presentation	30%		1,000
1	2,3,4	Essay	70%		2,000

Learning and Teaching Strategies:

Lectures, classroom debates, simulation, case studies, self-directed learning, discussion, group work, participation of individuals who use services and their carers.

Syllabus outline:

- definitions of conflicts and dilemmas;
- examples of incidences of conflicts and dilemmas in practice;
- rights to choice and control;
- positive risk taking;
- person-centred practice;
- making constructive feedback and challenging injustice;
- issues of capacity from the perspective of people who use services;
- Inter-professional learning: working with justice: exploring personal attitudes towards punishment and rehabilitation (Wrexham Prison);
- the context of conflict and dilemmas – personal and cultural levels;
- the context of conflict – structural level inequality and its effects;
- personal values and virtue ethics;
- emancipatory values, radical social work values, the BASW *Code of Ethics;*
- theoretical models to analyse discrimination, such as Thompson's PCS analysis;
- stereotyping, labelling, stigma, discrimination, anti-discriminatory practice;
- approaches to conflicts and dilemmas - polarities, paradox and nuance;
- seeking social justice - history of movements of people who use services;
- self-advocacy, peer advocacy, citizen advocacy, professional advocacy;
- field trip e.g. to Liverpool to explore history of discrimination and marginalisation;
- funding – issues and debates

Bibliography:

Essential reading

Banks, S. (2012), *Ethics and Values in Social Work,* (4th edn) Basingstoke: Palgrave Macmillan.

Dalrymple, J. & Boylan, J. (2013) *Effective Advocacy in Social Work,* London: Sage.

Beresford, P., Carr, P., & Beresford, S. (2012) *Social Care, Service Users and User Involvement (Research Highlights),* London: Jessica Kingsley.

Thompson, N. (2016) *Anti-discriminatory Practice* (6th edn)*,* Basingstoke, Palgrave Macmillan.

Other indicative reading

Barnes, M. & Cotterell, P. (2012) Critical Perspectives on User Involvement Bristol: Policy Press.

Bateman, N. (1995). Advocacy skills: A handbook for human service professionals. Aldershot: Ashgate.

Bateman, N. (2000). Advocacy Skills for Health and Social Care Professionals. London: Jessica Kingsley.

Beckett, C. & Maynard, A. (2013) Values & Ethics in Social Work (2nd edn), London: Sage.

Chang-Muy, F. & Congress, E. (2016) Social work with immigrants and refugees: Legal issues, clinical skills, and advocacy. (2nd edn), New York: Springer Publishing.

Dorling, D. (2012) Injustice: Why Social Inequality Persists, Bristol: Policy Press.

Gosling, J., & Martin, J. (2012). *Making partnerships with service users and advocacy groups work : How to grow genuine and respectful relationships in health and social care.* London: Jessica Kingsley.

Hugman, R. (1995) *Ethical Issues in Social Work,* London: Routledge.

Mayer, B. (2015) *The Conflict Paradox,* San Francisco: Wiley.

Nolan, M. (2007) *User Participation in Health and Social Care Research: Voices, Values and Evaluation,* Maidenhead : Open University Press.

Mitchell, D. (2006). *Exploring experiences of advocacy by people with learning disabilities testimonies of resistance.* London: Jessica Kingsley.

Warwick-Booth, L. (2013) *Social Inequality,* London: Sage.

Wilkinson, R.(2005). *The impact of inequality: how to make sick societies healthier.* London: Routledge.

Wilkinson, R. & Pickett, K. (2009). *The spirit level: why more equal societies almost always do better.* London: Allen Lane.

Wilks, T. (2012) *Advocacy and Social Work Practice,* Maidenhead: McGraw-Hill.

Journals and Professional Publications

British Journal of Social Work

Social Work Education

Social Work

Child and Family Social Work

Community Care

British Journal of Learning Disability

Mental Health Practice

See also:

Films: The Divide (2015) I, Daniel Blake (2016)