

Module Code:	SWK508 SWK510 (Outside In Attendance Only)		
Module Title:	Understanding Conflicts and Dilemmas in Social Work and Social Care		
Level:	5	Credit Value:	10
Cost Centre(s):	GASW	<u>JACS3</u> code:	L500

School:	Social & Life Sciences	Module Leader:	Liz Lefroy
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Scheduled learning and teaching hours	26 hrs
Guided independent study	74 hrs
Placement	0 hrs
Module duration (total hours)	100 hrs

Programme(s) in which to be offered	Core	Option
Standalone module aligned with BA (Hons) Social Work for QA and assessment purposes – for Outside In students	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standalone module Glyndwr University Certificate of Continuing Education (Participation in Social Work Education)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Glyndwr University Certificate of Attendance (completion of modules SWK405; SWK501 and SWK508)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pre-requisites		
Completion of Learning Together Module, SWK405		

Office use only

Initial approval: 01/06/2018

Version no: 1

With effect from: 01/09/2018

Version no: 2

Date and details of revision: 01/11/18

Sep 2020 added additional module code SWK510 for Outside In participants who are attendance only and not completing the assessment tasks

Version no: 3

Module Aims

This module will be available to Outside In members (who are individuals who use services and their carers) the opportunity to study alongside social work students to explore experiences of conflicts and dilemmas in social work and social care. There will be an emphasis on developing an understanding of the different points of view that can exist between all those involved in social work and social care services.

Students will learn about approaches to conflicts and dilemmas which are informed by philosophies which focus on consequences and those which focus on absolute rules. The ways in which social work values relate to these different approaches will be examined and critiqued.

The module hours have been allocated with a weighting towards classroom / tutorial teaching with fewer hours allocated to independent study than usual as this reflects the learning needs of those who will enrol.

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

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 and social care provision and the potential for evidence to support different points of view	KS1	KS2
		KS3	KS5
		KS7	
2	Contribute to learning of social work students through sharing expertise through experience in group work discussions	KS1	KS2
		KS3	KS5
		KS6	KS7
3	Demonstrate understanding of skills needed to manage conflicts and dilemmas including understanding the role of advocacy	KS5	KS8
		KS9	

Transferable skills and other attributes

- Learning from experience
- Listening skills
- Skills in working co-operatively with others
- Research skills

Derogations

None

Assessment:

Indicative Assessment Tasks:

Assessment 1 – Presentation to Outside In focus group of the reasons and approaches to management of conflicts and dilemmas at the personal and structural levels. 10 minutes presentation plus 5 minutes questions and answers.

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)	Duration (if exam)	Word count (or equivalent if appropriate)
1	1-3	Presentation	100	15 mins	N/A

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:**NB – this module will be taught alongside SWK501**

- definitions of conflicts and dilemmas;
- examples of incidences of conflicts and dilemmas in social work and social care;
- 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;

Indicative Bibliography:

Essential reading

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

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

Other indicative reading and resources

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

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. (or another social work values text e.g. Sarah Banks).

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.

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

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

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

Community Care

See also:

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