



Award in English for Conflict Management

★ MQF/EQF Level 5

★ Course Start Date: 20th Nov. 2023

Our Mission & Values

EXCELLENCE

Excellence is the hallmark of all Ascencia Malta's educational programmes. Our programmes are homegrown, officially accredited by the Malta Further and Higher Education Authority, and designed to put our learners at the centre of their learning. We recruit from among the most talented professionals on the island to give our learners the benefit of first-hand industry experience combined with leading-edge pedagogies.

ACCESSIBILITY

We strive to ensure that Ascencia Malta is an open to youths from all walks of life who might aspire to take their academic or professional careers to the next level. We prioritise dedication and ambition far above background or origins, as we believe these qualities drive personal growth and shape the leaders of the future.

LEARNER-CENTREDNESS

To ensure that the ambitions of each individual are not only recognised but celebrated, we are proud to afford our learners individual attention in the classroom. Here, they will find training courses founded on participatory pedagogies and based on the value of concrete examples, real-world engagement, and constant exchange between learners and practitioners. Outside the classroom, we follow learners' progress closely and they know that our doors are open at any time for them to come and present their dream projects or to seek our practical advice.

Why Malta as a study destination

1. **Cultural Immersion** in a vibrant Mediterranean context
2. **Proficiency in the English language**, one of Malta's two native languages
3. **Globally Recognised Quality Education** with unbeatable affordability
4. **Travel and Leisure**, an ideal staycation and a base for exploring the rest of Europe
5. **International Networking** inside a truly global community of students, professionals, and entrepreneurs
6. **Business-Friendly Environment** in a country that actively promotes innovation, entrepreneurship, and emerging industries
7. **Career Prospects** thanks to employers who value versatility and agility
8. **Personal Growth**, self-discovery and independence as the side-effects of the study-abroad experience

AWARD TITLE	STUDY-UNITS COVERED	NUMBER OF ECTS	TOTAL DURATION OF AWARD	TOTAL HOURS OF LESSONS	TOTAL HOURS OF TUTORIALS/ WORKSHOPS	TOTAL SELF-STUDY HOURS
Award in English for Conflict Management	Crunch Time: Handling Conflict	1 ECTS	2 Week (full-time, consecutive)	20 Hours	N. A.	20 Hours

Description

Discover the power of English as a tool for conflict resolution. Explore how fluent language and carefully chosen words promote understanding and reduce tensions in different conflict scenarios. Learn strategies for effective communication in competitive negotiation and/or mediation situations. Develop practical skills to navigate charged situations in both private and workplace uses of English. Finally, gain deeper insights into the role of tact and how to construct statements, questions, and written material tactfully.

What will I be able to do after this Award?

SPEAKING

- o Share past experiences, anecdotes, and information about events
- o Identify potential sources of conflict in past and present situations
- o Discuss strategies for entering and protecting markets
- o Get one's message across despite inaccuracies
- o Experiment with different language strategies for conflict management in a roleplay as a manager and a member of staff
- o Learn useful phrases for arguing for and against

LISTENING

- o Extract key points from a business analyst's speech and listen to fill an information gap
- o Understand dialogues with different speakers (i.e. different accents) to identify topic and specific phrases used

READING

- o Follow the main points and find business concepts in real-world texts
- o Read to make notes in the form of helpful study tables, flow charts, etc.

VOCABULARY & ACCURACY

- o Consolidate past tenses and past time phrases
- o Use everyday expressions with 'have' for more colloquial-sounding English
- o Assimilate language in chunks with compound nouns

WRITING

- o Plan arguments based on a set of character prompts
- o Prepare a press release explaining a proposition to enter into a new market