

THE POWER AND ART OF CONFLICT RESOLUTION



WHAT IS CONFLICT?

A serious disagreement through which the parties involved perceive a threat to the fulfillment of their needs, interests or concerns.

This threat or reality causes frustration, fear or hurt.



Conflict is inevitable, but combat is optional. Max Lucade

CONFLICT IS EVERYWHERE

If conflict is not handled skillfully
Frustration hurt and fear will lead to
anger. Violence and aggression
may follow: destroying individuals
relationships
communities and Nations.

COMMUNITIES



INDIVIDUALS



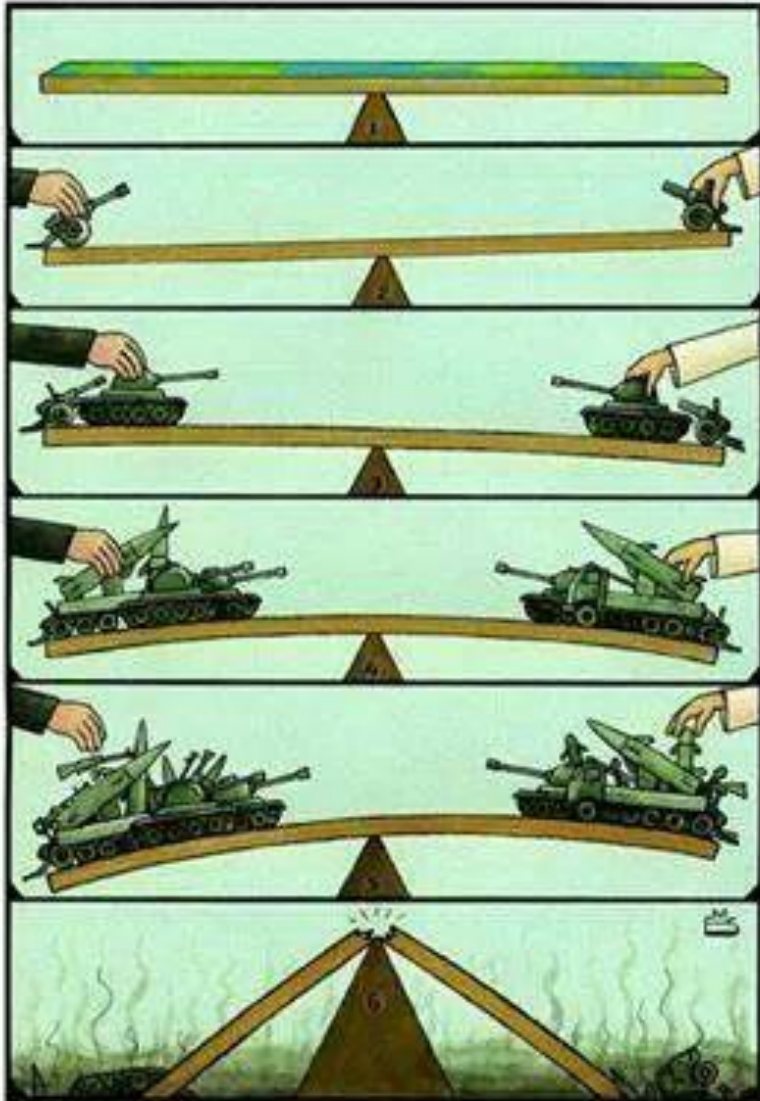
RELATIONSHIPS



NATIONS



THE RESULT OF CONFLICT WITHOUT NEGOTIATION



**EVERY
ONE
LOSES!**

WHAT CAUSES CONFLICT

Injustice, inequality and relative deprivation.

When people feel unfairly treated or deprived of something they believe they should have, they will become **frustrated**.

Under the right circumstances frustration may lead to aggression.



Differing values and beliefs

When people have differing values, conflicts can result.

Be sure of your own values so you can easily recognize and deal with this.

WHAT CAUSES CONFLICT

Assumptions and stereotypes can lead to conflicts.

When one person assumes anything about another person or reaches a premature conclusion about what someone is saying, a conflict can result. **Don't assume anything** without giving time to **critically analyze if it is logical or not.**



Differing expectations can lead to conflict.

We expect people to know things without us telling them. A lot of things are **not obvious.**

INEFFECTIVE WAYS TO DEAL WITH CONFLICT

1. Ignore the conflict.

If you have a tendency to avoid or postpone talking about the conflict, you are trying to ignore it and hope it goes away. This rarely works with serious conflicts. You will not learn from the experience either. What you fail to learn, you are bound to repeat in other relationships in your life.



INEFFECTIVE WAYS TO DEAL WITH CONFLICT

2. Smooth over the conflict.

Do you try to accommodate the other person and suppress your desires? Smoothing over any conflict just **to avoid confrontation**. The conflict may be avoided but **resentment is always present as one person gives up their values in order to smooth over the conflict**. Their circle of autonomy is kicked in and **personal boundaries are breached**.



INEFFECTIVE WAYS TO DEAL WITH CONFLICT

3. Use authority or power to settle the conflict.

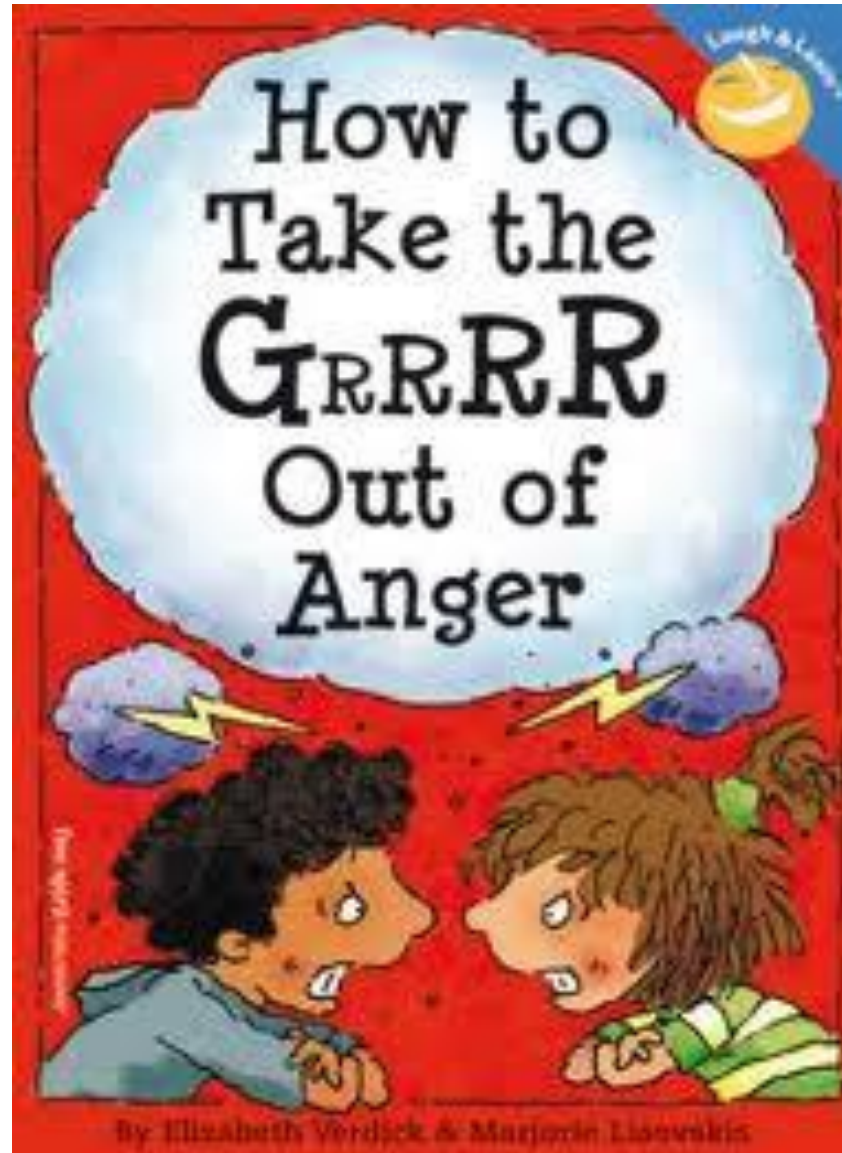
“This is the way that it’s going to be because I said so”

*How does it make you feel when someone tells you the way it’s going to be. **Your circle of autonomy is breached. This is a clear abuse of power.***



CLEARLY, DEALING WITH CONFLICT BY THE ABOVE METHODS ARE **SELF DEFEATING.**

DEALING WITH CONFLICT EFFECTIVELY



DEALING WITH CONFLICT EFFECTIVELY



DEALING WITH CONFLICT EFFECTIVELY

1. GET CALM AND REGAIN YOUR BRAIN

- Before dealing with conflict you must win back your rationality.
- Conflict is fueled by anger. This can lead to verbal and physical violence as the feelings of anger grow out of control.
- You cannot think rationally until you are able to let go of their anger.
- Anger is a secondary emotion that kicks in when we experience pain/hurt, frustration or fear.
- The chemicals released with these emotions put us into “reptilian brain mode” which bypasses our rational brains and helps us to react to protect ourselves from danger or perceived danger.
- This is good when a sabre tooth tiger is about to eat you, but what when someone pushes in front of me or my best friend says something harsh about my new hairdo?????

DEALING WITH CONFLICT EFFECTIVELY

2. DISENGAGE

You will **not be able to think** till the angry chemicals are gone and you are calm.

Stop, walk away disengage

Advise the other person that you are angry and that you need time to

calm down

Breathe.



“TAKE THE BOXING GLOVES OFF AND GET OUT THE RING ”

DEALING WITH CONFLICT EFFECTIVELY

3. SEPARATE THE FEELINGS FROM THE BEHAVIOR

Anger signals to us that we **are hurt,**
frustrated or fearful.

These feelings are ok

Angry behavior is NOT OK.



DEALING WITH CONFLICT EFFECTIVELY

4. CLARIFY WHETHER YOU ARE HURT FRUSTRATED OR FEARFUL

- Decide if you **are hurt, scared or frustrated** . Can this hurt/frustration /fear be linked to truthful, logical reasons (Premises).
- Put yourself in the other persons shoes, walk to his side of the mountain. Now you can **explore the causes of the conflict situation**.
- When you have a **rational and creative perspective you can go back** and explain your position and interests.
- Only now can a perspective be reached that takes both sides into account. It is possible to transcend your differences, fear and hurt.

“ If we could
stand
in someone
else's
shoes...”



DEALING WITH CONFLICT EFFECTIVELY

5. TRANSCEND THE CONFLICT



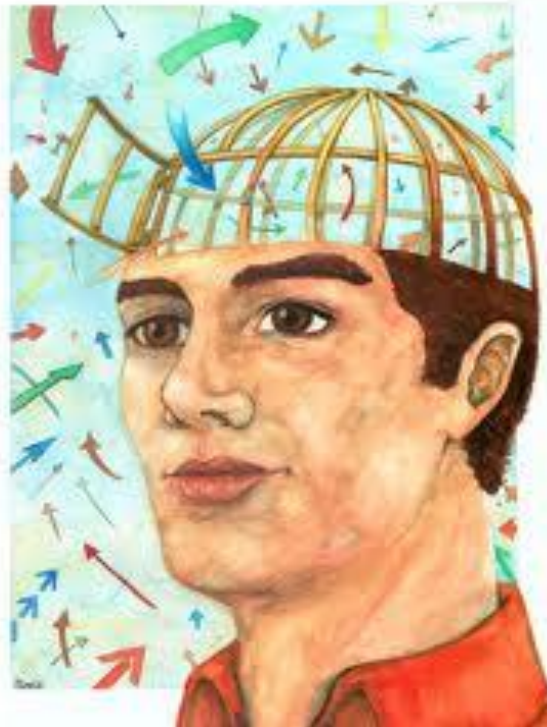
USING THE 3 C'S AND TRUST TO COMBAT CONFLICT

5. TRANSCEND THE CONFLICT

CREATIVITY

Transcend method looks at ways to **make conflict a creative force** rather than a destructive one.

The key is to **rise above and beyond(transcend)** the anger, pain, frustration and hurt and come **up with new and creative solutions .**



Everyone's needs are met. This is not necessarily the middle ground. It is a **WIN - WIN scenario**

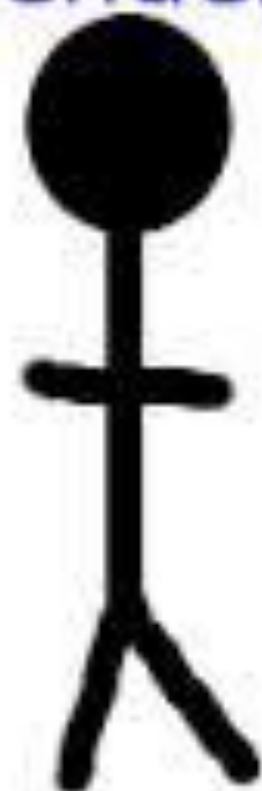
5. TRANSCEND THE CONFLICT

COMMUNICATION AND DIALOGUE



Human communication: the process by which ideas contained within one mind are conveyed to other minds.

Sender



Message



Feedback



Receiver

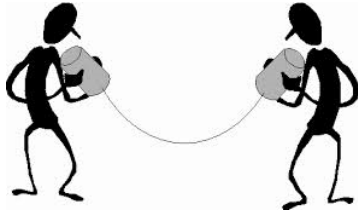
5. TRANSCEND THE CONFLICT

COMMUNICATION AND DIALOGUE



- If these ideas are not conveyed correctly, or a code is used that the receiver doesn't understand, **different meanings** will be made and the original message may be **misinterpreted**.
- The receiver must feedback the message he receives, so that misunderstandings can be addressed. Now dialogue takes place.
- Dialogue is two way communication and **lets us see things from the other persons perspective. It aids understanding** in a conflict situation and both sender and receiver's **stereotypes and assumptions are challenged**.

COMMUNICATION AND DIALOGUE



Communication Skills

Receiver

Focus fully on the speakers body language, and other nonverbal cues.

Keep eye contact try to picture what the other person is saying.

Listen and avoid interrupting you can't concentrate on what someone's saying if you're forming what you're going to say next.

Avoid judgment you need to set aside your judgment and withhold blame and criticism in order to fully understand a person.

Show your interest in what's being said. Nod occasionally, smile at the person, and make sure your posture is open and inviting.

Encourage the speaker to continue with small verbal comments like "yes" or "uh huh."

COMMUNICATION AND DIALOGUE

Communication Skills

Sender

Timing is everything choose your time. Be aware of circumstances that may interrupt or distort your communication.

Use open body language keep arms uncrossed, standing with an open stance or sitting on the edge of your seat, and maintaining **eye contact** with the person you're talking to.

Use "I" messages not "You"

Don't yell or tell avoid raising your voice or swearing.

Don't tell the person what to do or not do, rather ask.

Own your own feelings and problems. Don't blame. "I feel.....", **NOT "I feel because you"**

Repeat your point if you feel you have been misunderstood. State your **case clearly and precisely**. I want.....

Use a picture story or analogy if you are still not getting through.

Give the receiver a chance to respond. **DO NOT interrupt**. If **necessary make brief notes** whilst the other person is talking so that you can respond.

Stick to the point at hand don't get pulled or go into other issues. This just confuses and you will never sort out the issue

5. TRANSCEND THE CONFLICT

TRUST



Collaboration(dialogue) and communication only works when people **trust each other to** come to a **mutually beneficial agreement.**

Trust is not a feeling but is displayed by actions which show that you believe that the other person is wanting to put an end to the conflict between you. When **both parties come together to communicate, and trust each other, a sustainable resolution to their conflict can occur.**

5. TRANSCEND THE CONFLICT

4. COMMITMENT

Transcending our differences hurts and frustrations is no easy matter. Finding new solutions that address everyone's needs requires real commitment.

The rewards are personal right up to global and are worth the time and effort.



COMMITMENT MEANS
STAYING LOYAL TO
WHAT YOU SAID YOU
WERE GOING TO DO
LONG AFTER THE
MOOD YOU SAID IT IN
HAS LEFT YOU.



COMMITMENT
*You're either in or you're out.
There is no such thing as life in between.*

Conflicts may be the sources of defeat, lost life and a limitation of our potentiality but they may also lead to greater depth of living and the birth of more far-reaching unities, which flourish in the tensions that engender them.” – Karl Jaspers





John Lennon, Photo by Lennon Photo Archive. © Yoko Ono

GIVE
PEACE
A
CHANCE



**“LETS GIVE PEACE A CHANCE” IN OUR HOMES
OUR SCHOOLS RELATIONSHIPS AND OUR WORLD**

