

Conflict Resolution



■ Introduction

■ Introduction (1)

- Every job in today's workplace entails an extent of cooperation between team members, or people involved in a study/project. Skills such as negotiation and conflict management enable social researchers to interact productively

■ Introduction (2)

- Conflict resolution skills provide the opportunity to uncover and appreciate differences between people and use them to interact positively and productively.

■ Learning outcomes

At the end of this session, learners will be able to:

- Identify causes of communication breakdowns
- Disagree Constructively
- Develop Conflict management and conflict resolution skills
- Improve Multicultural sensitivity and diversity awareness skills

■ What is conflict resolution?

○ Conflict is usually perceived as a negative repercussion of personal and professional interaction. But what if we choose to focus on the diverse nature of people that makes conflict inevitable? Such a view can promote a positive attitude - a first step in the process of overcoming difficulties.

■ Phases of conflict resolution (1)

- Phase 1: Creating a fruitful atmosphere is vital. You need to tame your emotions and set the time and place, but also the ground rules for the initial steps.
- Phase 2: Focus on the common needs. Always remember to establish a common understanding buttressed upon positive stances.

■ Phases of conflict resolution (2)

- Phase 3: Explore the cause of the conflict in order to ultimately address it.
- Phase 4: Generate alternatives that shall provide solutions for

Managing anger and disagreeing constructively...

In order for a disagreement to be advantageous there needs to be:

- mutual respect and courtesy;
- emphasis on a mutually accepted compromise;
- an equally beneficial deal for all parties;
- realistic concessions that are required in win - win solutions.

Seeking Consensus in Negotiations

- Establishing a consensus is the ideal resolution of bargaining:
- Communicate to the other side that you acknowledge their priorities,
- Be aware of regarding each party's viewpoints.
- Give emphasis on common ground
- Avoid whatever separates you from others.

Seeking Consensus in Negotiation steps: (1)

- First Phase:

Preparation: The preparation phase is essential for the outcome of the negotiation. You have to be aware of the other party's strengths and weaknesses, as well as your own, so that you will know which approach to use.

Seeking Consensus in Negotiation steps: (2)

Second Phase: Opening

- The way that you open a negotiation can set the tone for the whole session. Express your respect for the other side and your openness and optimism for the negotiation procedure.



Seeking Consensus in

■ Negotiation steps: (3)

Third Phase: Bargaining

○The core of negotiating is the actual bargaining, therefore you should listen carefully, do not just focus on your side of the bargain. You should carefully listen to what the others are saying in order to be informed concerning positions they hold high, or to propose a counter-offer

Seeking Consensus in

■ Negotiation steps: (4)

Fourth Phase: The End

- How you finish a negotiation is as important as the beginning of it. A good way to finish is to present a summary of what has been achieved so far, highlighting both the issues that have been addressed, as well as what is expected from the participants.



THANKS!

Any questions?
