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**Short-term exchanges of groups of pupils “Definition of Mediation -
Understanding Interpersonal Conflicts”**

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CONFLICT RESOLUTION AND MEDIATION

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What is conflict?

- Conflict comes from the Latin conflictus - to strike together
- Conflict is a state of an open often continuing fight, war
- Conflict is a state of disharmony, a clash of incompatible or opposing people, ideas, interests
- Conflict is a disagreement or a dispute about something important
- Conflict is often understood as opposing interests

What is Conflict?

- The conflict is presented when two people want to act in mutually unconceivable ways
- Psychological, often unconscious fight, which results from the counteraction or from the simultaneous action of mutually exclusive impulses, wishes or trends
- Counteraction of two simultaneous but mutually exclusive feelings

What is Conflict?

- The conflict is a state of rivalry, where the participating sides become aware of the incompatibility of their potential future positions and where each side tries to take a position incompatible with the wishes of the other side
- The conflict is a form of rivalry between people or groups of people for acquisition of goods, for recognition of values and for satisfaction of their interests

What is Conflict?

- The conflict emerge when the two sides perceive that as a result of the disagreement does exists a threat for their needs and interests,
- The conflict is a state of disagreement which is perceived as a threat (physiological, emotional, power, status, goods) for their wellbeing

Conflict

- The sides in the conflict do respond on the basis of their perception of the situation – they do filter their perceptions through their values, culture, gender, information they do possess.
- The conflict activities are full with ideas and feelings
- They are so strong that they do dictate some solutions.
The conflict has its content, psychological and procedural dimensions

What is Conflict?

Perceptions

Feelings

Values, needs

Perceived threat

Suppositions, assessments

Actions

The Cycle of Conflict

Beliefs, values, attitudes – information about the, Conflict, models of behavior, personal experience

The conflict starts

Reactions – retreat, passing over, attacking, Negotiation, looking for support

Consequences – stress, relief, escalation

Beliefs and attitudes

The Conflict Intensifies

When hostility is manifested

When we do not have enough information

When we look for one-sided solution

When beliefs and values are affected

When the needs are not considered

When other people are involved

When we do not know how to reach an agreement

The Conflict Deescalates

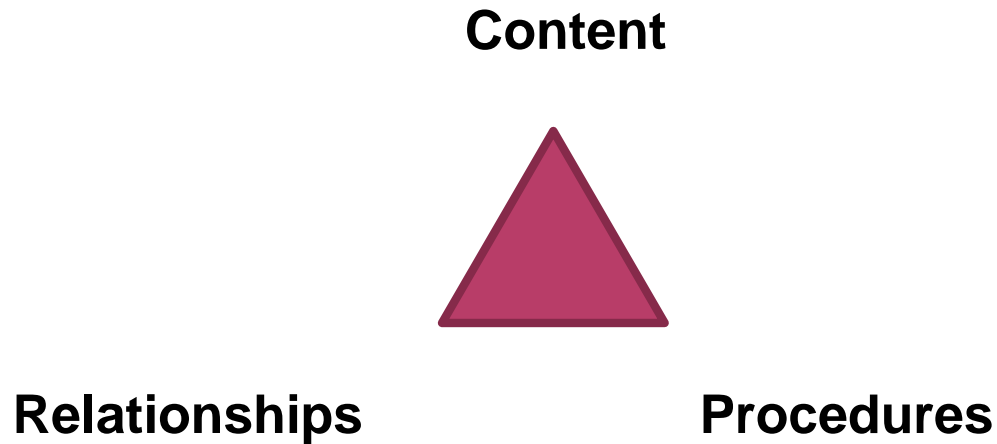
When we strive to solve the problem

We do understand the motivation behind the actions of the other side

When we do not refer to threats and violence

When we do not try to impose our solution

The Conflict Triangle



Our Responses to the Conflict

Emotional responses – most often they are misunderstood. The people think the others do feel the same way.

Emotional responses which do differ from ours are confusing and frightening

Our Responses to the Conflict

Cognitive responses – our ideas and thoughts on the conflict.

They cause emotional and behavior responses. If we ask ourselves about the conflict we should get a positive or negative feedback about the situation

Physiological responses – strain, stress, breathing, palpitation.

We could answer using stress management techniques

If Conflict is Disagreement?

- What I do consider to be a problem may be not a one for the other side when we discuss it
- If it is a threat – stop, think and be sure that you are not the problem
- Think about why do you act exactly in such way

If Conflict is Disagreement

- Try to be always in state to make a choice of your own
- If you perceive the conflict as a negative experience in difficult circumstances, you could come only to limited opportunities and resources for solving it. Look for a solution which will change the framework

The conflict situation - What's the Positive?

It contains information concerning the needs, feelings and the developing relationships of the participating sides

It presents an effort for a positive counteraction and interaction with the other side

It presupposes the development of the relations between the conflict sides

The Conflict Situation - What's the positive?

The conflict could be a process of personal and group enrichment and development

It is an opportunity for looking for a peaceful decision

The taken together decision is a lasting and binding one

Conflict - the Basic Questions

Which are the main causes of conflict?

When the conflicts do emerge?

Which are the general responses in a conflict situation?

When we try to solve conflict do we live only for the moment or we think from a long term perspective?

Peaceful Conflict Resolution

Direct negotiation

The two sides directly discuss its problems

No third side is involved in

The sides find their own decision

The direct communication raises chances for
success

Peaceful Conflict Resolution

Conciliation

A respected or close to the sides person assists in finding a solution.

The conciliator facilitates the normal communication

The sides take the decision by themselves

Mediation

The sides turn for assistance from a third neutral side

The mediator assists the sides in finding a solution

The sides share personal information with the mediator

Peaceful Conflict Resolution

Arbitrage

The sides propose to an arbiter their different solutions

The arbiter decides which solution to be accepted

The arbiter's decision could be binding or non-binding for the sides

Judicial process

The two sides directly or through lawyers expose their points of view

The judge takes a decision binding for the sides

Causes of Conflict

Conflicts caused by information

Lack of information, disinformation, different opinions concerning which information is the important one, different interpretations, different procedures for assessment of the information

How we proceed:

Getting agreement which data is important, how the information should be gathered and assessed, inviting external experts

Causes of Conflict

Relationships conflicts

Strong emotions, false perceptions, stereotyping, bad communication, negative behavior

How we proceed:

controlling of the expressed emotions, clarifications of the perceptions, sharing of feelings, evading repetitive negative behavior

Causes of Conflict

Values conflicts

Different ultimate values, ways of life, ideology, religion, assessment criterions

How we proceed?

we do not define the problem as a value one, looking for uniting values, common values

Causes of Conflict

Structural conflicts

Unequal control over resources, unequal power, time restrictions, geographical and other factors, destructive behaviors

How we proceed?

We decide on mutually fair and acceptable decision making process, the roles are clearly defined, go from positions to interests, no use of violence because of the place in the hierarchy, we change the external pressure, physical parameters (distance, closeness)

Causes of Conflict

Conflict of interests

Concurrent, perceived as procedural, content, psychological

How we proceed?

Focus on interests and not on positions, looking for objective criterion, aiming at wholesome solutions, satisfying the interests of all sides, looking how to increase the resources or the solutions possible, looking for an exchange of solutions satisfying different interests of the sides

Conflict Resolution Styles

Assertiveness

The degree to which the individual tries to satisfy its own interests

Co-operation

The degree to which the individual tries to satisfy the interest of the other side

Conflict Resolution Styles

Concurrent style

Assertive, non-co-operative

Pursue own interests on behalf of the interests of the other side

Use of violence

Attempt for a unconditional win

My decision is the right one

Conflict Resolution Styles

Accommodating style

Non-assertive, co-operative

Neglect of own interests on behalf of the interests of the other

Sacrificing for the other

Disinterested generosity or submitting to the requirements of the other side

Accepting the views of the other side

Conflict Resolution Styles

Avoiding style

Non-assertive, non-co-operative

Neither pursuing, neither satisfying own interests,
no will of co-operation

Withdrawal, no noticing the problem

Postponing the decision until the better times

Fear of Conflict Resolution

Conflict Resolution Styles

Co-operative style

Assertive and co-operative

An attempt to solve the problem together

Taking into account the interests of the both sides

Exploring the problem in order to satisfy interests

Exploring the disagreements and the views of the Other side

Conflict Resolution Styles

Compromise style

In between assertiveness and co-operation

Looking for a temporary, mutually acceptable and partially satisfying both sides solution

Resigning of claims and interests

Not delving deep into the problem

Sharing the differences, exchange of concessions

Looking for fast solutions

Conflict Resolution Styles

Concurrent style

When to use:

Urgent action, emergency situations

Undertaking unpopular actions - disciplinary, firing people, when one is persuaded in own right concerning a crucial problem

While defending oneself from the people looking for concurrence and trying to get profit of one own style of conflict resolution

Styles of Conflict Resolution

Co-operative style

When to use:

While looking for an unifying decision,
satisfying the interests of the both sides

When one's own interests should be
confronted with the interests of the other side

If one wants to get the different point views

When others should be actively involved in the
problem solving process

Conflict Resolution Styles

Compromise style

When to use it:

When the objectives are moderate and the efforts don't pay

To avoid heavy fighting

When both sides are powerful and their objectives are incompatible

When temporary agreement is possible to be accomplished

When the time is not enough

Conflict Resolution Styles

Avoiding style

When to use:

Relatively simple and of no importance problem

When there is no way interests to be satisfied

When the dangers are much more than the benefits of the resolution

When people do need more comfort

When others could solve the problem more effectively

When the problem should be referred to a most important one

Conflict Resolution Style

Accommodating style

When to use:

When understanding that the way is wrong

To demonstrate good will and reasonable actions

When the problem is more important for the other side

When continuing disagreement will only cause harm

Disagreement or dispute for something important

When the harmony in the relations should be preserved

Conflict Situation Analysis

Key events leading to the conflict

Participants in the conflict

Positions

Interests

Relationships between the conflict sides

Will for finding a solution

External circumstances

Resources for successful conflict resolution

Public opinion

Opportunities for unilateral conflict resolution

Conflict Resolution Blocking Behavior

Firm behavior

One side stays so firm to its views that it becomes difficult when times come to resign from it

Once the views have been openly and firmly expressed, it is difficult to change it

There is not enough time to explore the others' opinions

It is difficult to admit that a mistake has been committed

Conflict Resolution Blocking Behavior

Indecisive behavior

During the negotiation no interrupting the others who hold monopoly on the discussion

Preference to abandon its own position in order to preserve harmonious relationships

The others not paying attention to one's view even if they merit consideration

One refers to be a group player than to put into doubt the consensus

Conflict Resolution Blocking Behavior

Interfering behavior

One interferes all the time even when it is not its own business

One defends its interests in a very personal way

One considers its way to do the job as the best one

One wants to be personally involved in the process even when it's not necessary

Conflict Resolution Blocking Behavior

Avoiding behavior

One avoids confrontation when they are emotionally charged

One avoids personal engagement if responsibility could be delegated

Even when others are sharing its feelings, one remains cool and keeps its own

When one prefers the logic before persuading in person