

# Conflict Resolution: Peace & Violence

**Susantha Rasnayake**

<https://www.youtube.com/watch?v=4wdVSerKGW0>

What is a conflict?.....

“Pursuit of incompatible goals by two or more parties”

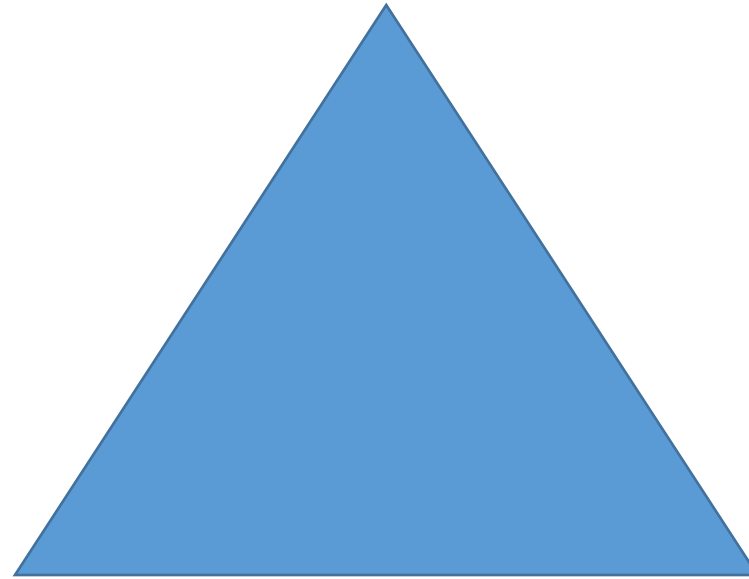
Conflicts are based on differences, but differences do not necessarily cause conflicts.

Differences are natural and fundamental to our existence

# Conflict Triangle: ABC



Behaviour



Attitudes

Contradiction

<https://www.youtube.com/watch?v=xHsKqktOjkh>

# ABC of conflict analysis

- A (Attitudes)  
How we relate to the other  
Thoughts, interpretations, feelings, wishes
- B (Behaviour)  
Our observable actions and behaviour  
Verbal, symbolic, physical etc.
- C (contradiction)  
What incompatibility is about and what type of conflict.  
E.g. Distributional, Positional, Order, or Value

# Three types of violence

According to Juan Galtung

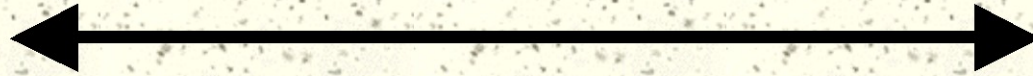
- Direct violence
- Structural (indirect) violence
- Cultural violence
  
- Negative peace Vs Positive peace
- <https://www.youtube.com/watch?v=QPugNKYwAAc>

One view...

# The zero-sum game

I win, you lose

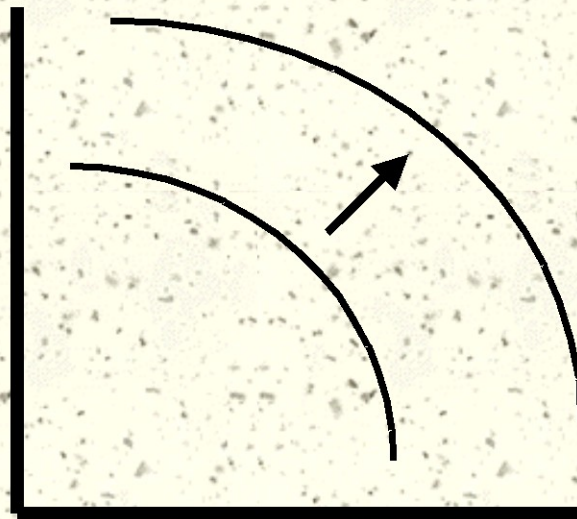
You win, I lose



# Another view ...

Create "win-win"

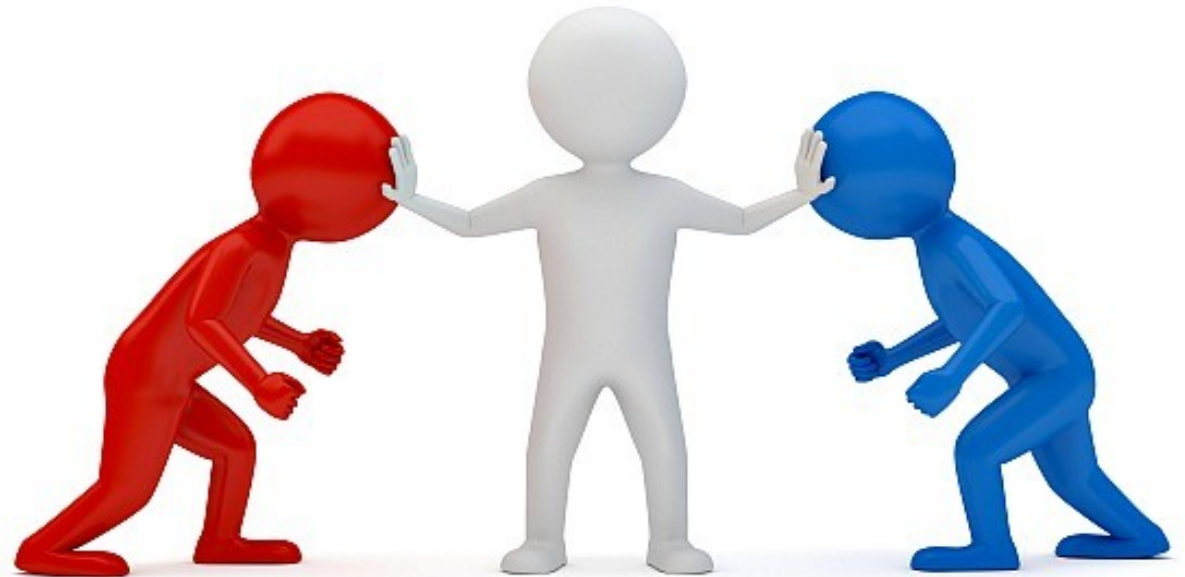
My  
Satisfaction  
Level



Other's  
Satisfaction  
Level

# Conflict Resolution

- Conflict resolution can be defined as the informal or formal process that two or more parties use to find a peaceful solution to their dispute.





# Stages of conflict management

- Avoid conflict before it arises
  - Identify the signs of future conflict
  - Negotiate with relevant parties
- Resolving conflict when it arises
  - Accommodating
  - Avoiding
  - Compromising
  - Facilitation
  - Confrontation
  - Collaboration

# Accommodating

You allow them to 'win' and get their way.

- Forsakes your own needs or desires in exchange for those of others.
- You would be putting the concerns of others before your own.
- This style could be appropriate when others care more about the issue than you do, you want to keep the peace
- You feel as though you are in the wrong, or you have no choice but to agree with the other person's point of view.



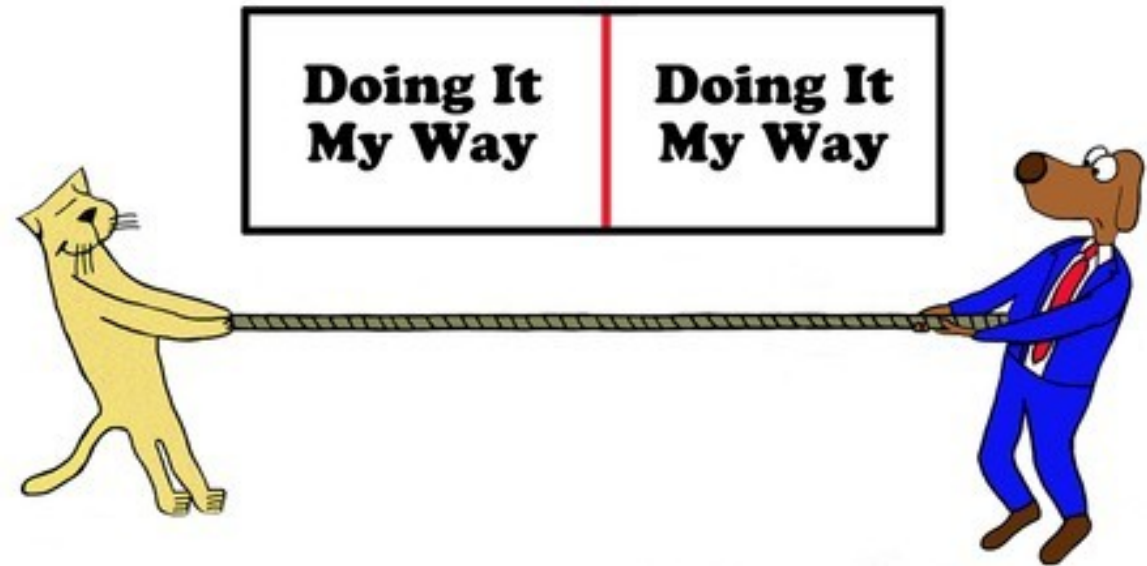
# Withdrawing/Avoidance



- Avoidance: abandonment of the conflict, physically or psychologically.
- Conflict avoidance is a personality trait in which one would prefer to avoid confrontation or arguments with other people
- May practice various methods such as changing the subject or simply agreeing with the argumentative person as a way of avoiding these conflicts.
- A psychologist or therapist may be able to help an individual learn better methods of dealing with conflicts in a healthy way, rather than practicing conflict avoidance.
- Advantages: diminishes sense of frustration, forces us to find better alternatives, buys time for cooling off and reminds other party they have a stake in the relationship.
- Disadvantages: conflict is not resolved, low joint benefits, high frustration level is possible, harms future cooperation.

## Compromise- bargaining

- Occurs when – balance minders are in positions, high concern for others
- all parties give up something they want in order to move forward to a mutually agreed-upon solution.
- Advantages- temporary solved, possibility with agreements
- Disadvantage- conflict can be raised, agreement violation by both party



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## Facilitation

### Giving it to the other person

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- Select a time and place suited to working out problems
- Work together toward a solution
- Keep an open mind
- Be flexible
- Take responsibility for your role in the conflict
- Peace keeping
- Peace making
- Peace building
  - <https://www.youtube.com/watch?v=y2xOe22dwi4&t=17s>



# Confrontation

Arguing for your way, believing only one person can win and it should be you, comes from a scarcity mentality.

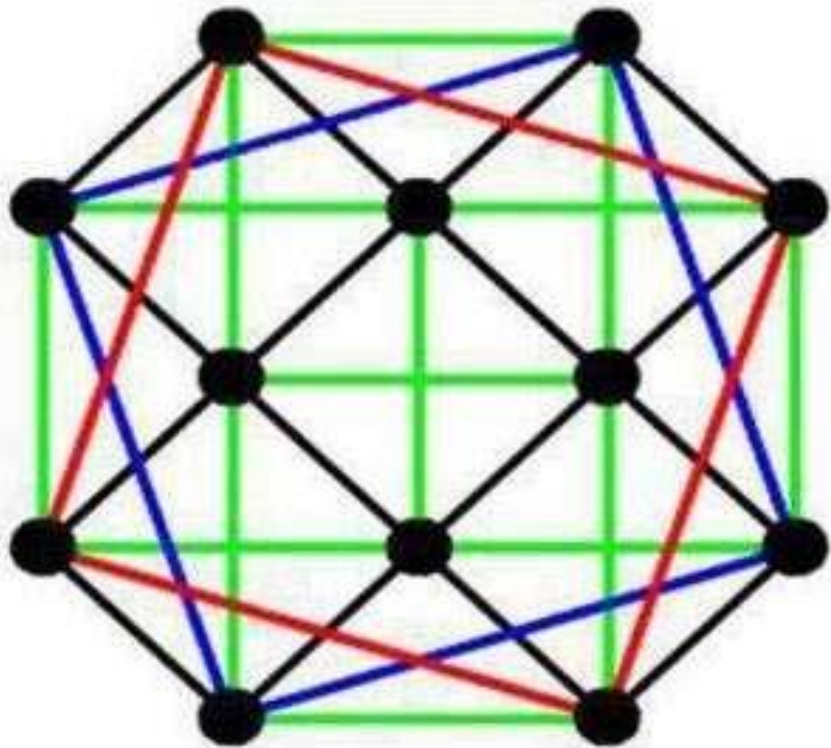
But this is not a civilized method of conflict resolving



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# Collaboration

- It involves talking, listening
- Considering the other person's point of view
- Compromising, if necessary
- Devising a plan for working jointly to resolve the conflict



NOT JUST STOPPING VIOLENCE, WE MUST CREATE LONG-LASTING  
PEACE

Thank you