



Conflict



Violence

Direct

Kills people directly

Kills quickly

Destruction of body

Dramatic

Personal

Acute insult to well being

Structural

Kills people indirectly

Kills slowly

Deprivation of needs

Commonplace

Impersonal

Chronic insult to well being

Violence

Direct

Intermittent

Subject-Action-Object
Observable

Intentional & Immoral

Episodes may be prevented

Structural

Continuous

Subject-Action-Object
Unobservable

Unintentional & Amoral

Inertia may be mitigated

Peace

Direct

Peacemaking

Reduces direct violence

Emphasizes nonviolent
means

Reactive

Structural

Peacebuilding

Reduces structural violent

Emphasizes socially just
ends

Proactive

Peace

Direct

Temporally and spatially
constrained

Prevention of violent
episodes

Interest of status quo

Structural

Ubiquitous

Promotion of social justice

Threat to the status quo



The Nature of Conflict

Conflict: Perception of incompatible interests, views or goals.





Conflict and Violence

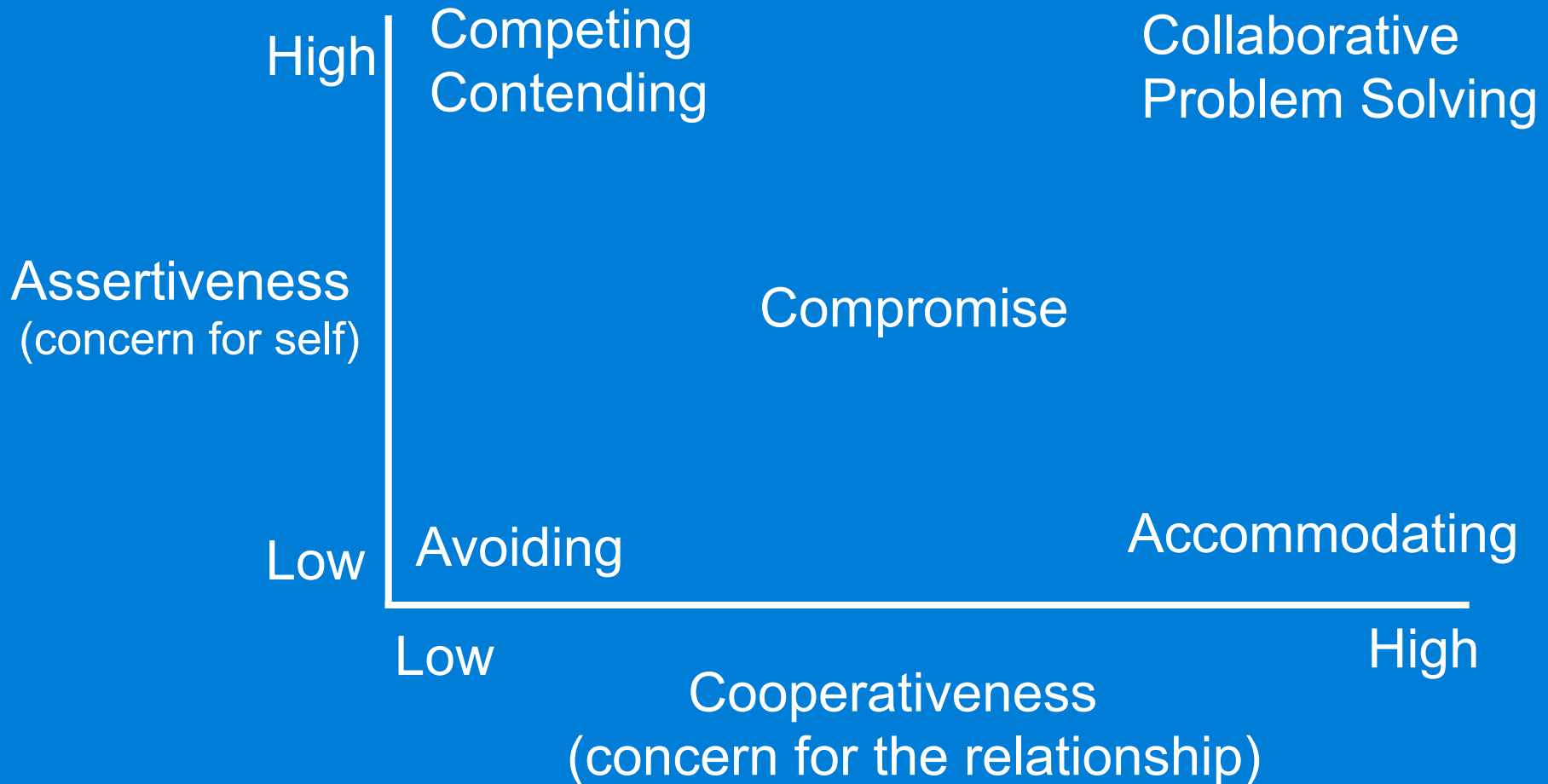
- Conflict is primarily about human cognition
- Violence primarily involves behavior

- Conflicts are inevitable
- Violence is not inevitable

- Conflicts can be constructive or destructive
- Violence is destructive



Conflict as an Opportunity: Joint Problem Solving & Relationship Building



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Conflict and Violence





Causes of Conflicts

- Limited Resources (time, money, property)
- Unmet Basic Needs (security, identity, material necessities, self-determination)
- Clashing Values (freedom versus equality)
- Beliefs (chosen people)
- Ideologies (capitalism versus communism)





Levels of Conflict

- Intrapersonal or Intrapsychic (psychotherapist?)
- Interpersonal (marriage counselor?)
- intragroup (leadership?)
- intergroup (diplomacy?)
- interstate (world government?)



Types of Conflicts

- Zero-sum: goals really are incompatible
- Non zero-sum: goals appear to be incompatible
- Mixed motive: + sum, - sum, & 0 sum qualities

Dealing with Conflicts

- Negotiation
 - Two or more parties working to resolve a conflict
- Mediation
 - Parties in a conflict are assisted by a third party
- Arbitration
 - Settlement imposed by a third party

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Responses to Conflict (psychological results)

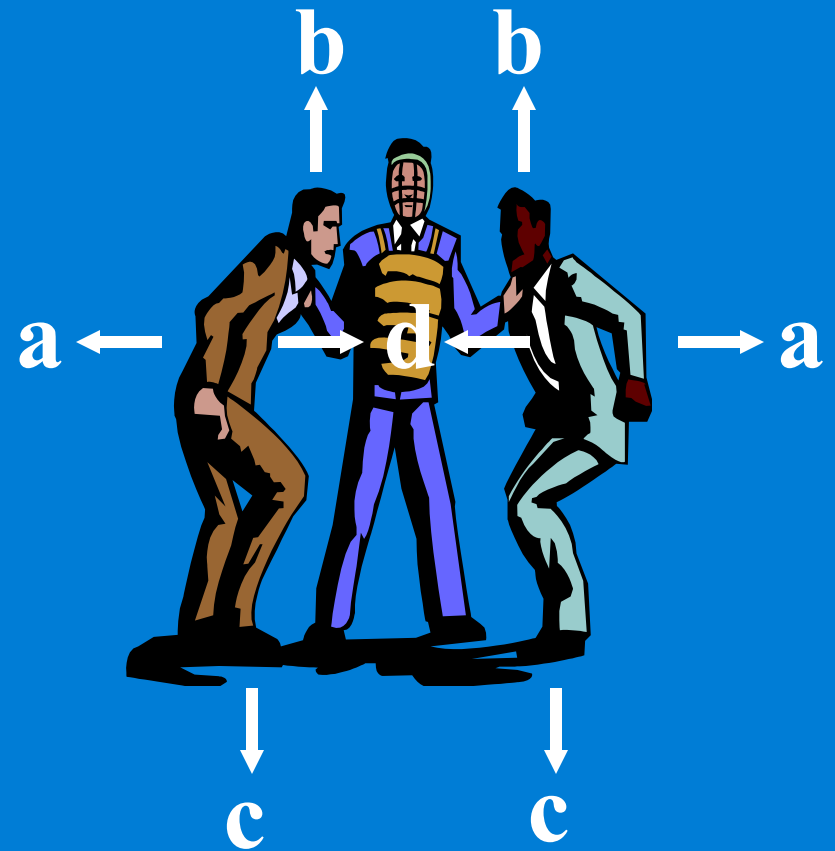
a. Withdrawing (self-destructive behavior)

b. Dominating (aggression)

c. Submitting (depression)

d. Engaging (healthy)

e. Vascillating (anxiety)





Dealing with Conflict

- Conflict Management: Keeping a conflict under control without violence
- Conflict Settlement: A solution is imposed; sometimes by a third party
- Conflict Resolution: Eliminating the conflict by arriving at mutually satisfying outcomes

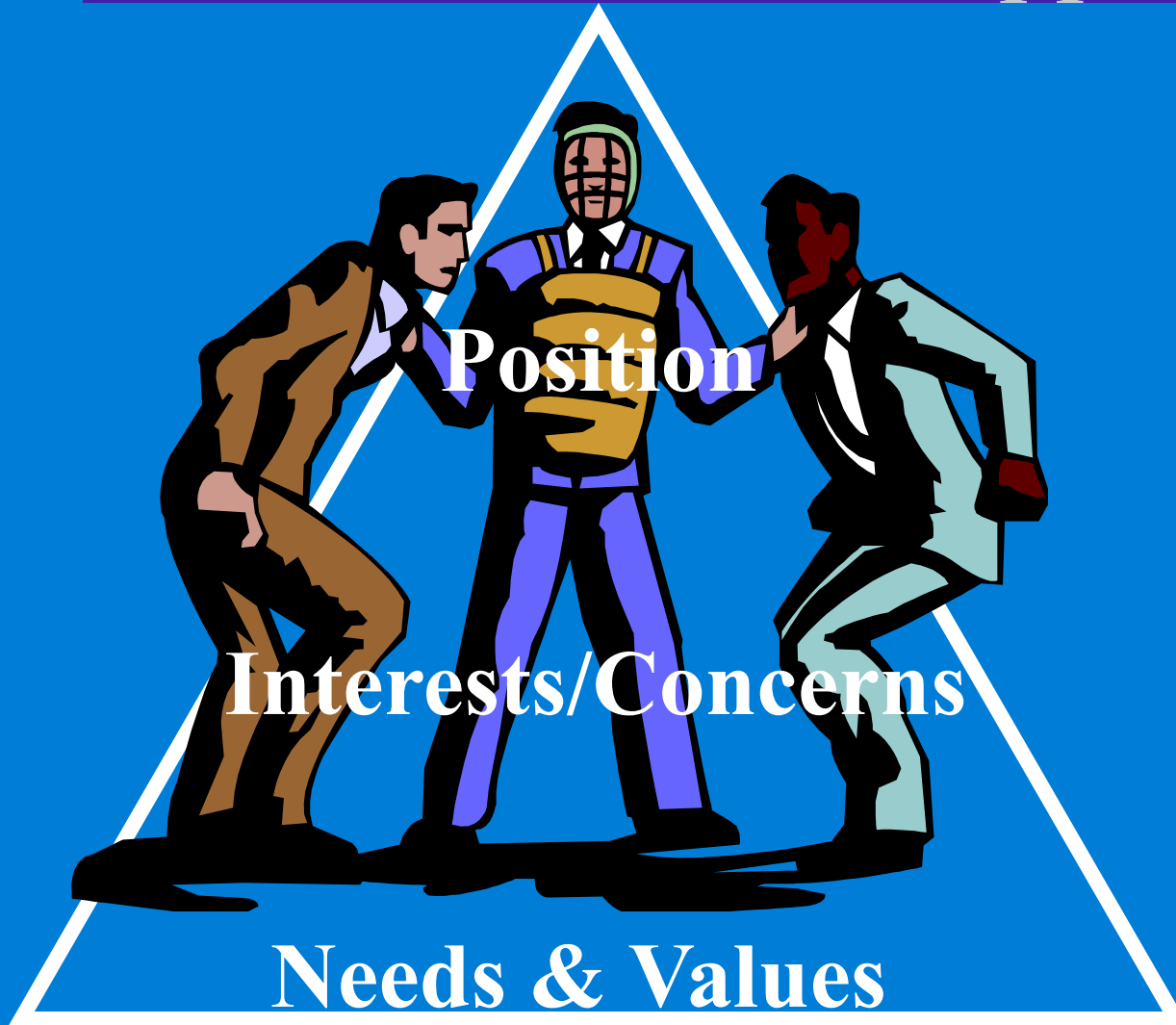


Principles of Conflict Resolution

- Cooperative Attitude (not competitive)
- Strive for Integrative Solutions (win-win)
- Separate the People from the Problem
- Use an interest based approach
 - move beyond initial positions and power differences
 - emphasize interests/concerns of parties

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Interest Based Approaches



Mutual
Empathy



Conflict Resolution

- Use a dual concern model
 - focus on the problem and people
 - be tough on the problem; gentle on the people
- Brainstorm: invent options for mutual gain
- Use empathy and active listening
 - reflection and paraphrasing
- Communicate your own needs
 - use “I” messages