



university of
applied sciences

THERE'S A WORLD TO EXPLORE

GRAND TOUR

Conflict Resolution

Location: South Africa

Contact person: Luthando Sikade

Belongs to: NHL Stenden HMS, offered in South Africa

Period: MP2 & MP4

The minor is about

- Learning, practicing and following a process of resolving conflict
- Finding out your own preferred style of resolving conflict and become aware of the different styles of resolving conflict.
- Working with the stages and elements of the negotiation process
- Developing the skills and techniques of a successful negotiator
- Identifying optimal win-win solutions in negotiations for sustainable solutions

Student Testimonial

"My experience in South Africa has been unbelievable and I don't regret choosing this minor."

Lachlan Cameron

Examination

- Assessed against Real World learning
- Assessment on Practical and Field trips
- Students will have a comprehensive module assignment
- Examination through participation and learning reports

#AWORLDTOEXPLORE

"Peace is not the absence of conflict, but the ability to cope with it!"

Welcome to the exciting world of conflict resolution! Conflict is inevitable in groups and can occur when two parties are working towards the same goal and generally want the same outcome, or when both parties want a very different settlement.

This Minor is grounded in a commitment to interactive, dialogue-based methods of managing and resolving conflict. The focus is on building common ground, establishing dialogue, applying practical skills, ensuring representation and recognition, and forging relationships.

Private and public-sector organizations find that they must be more equipped to deal with different types of conflict. Personal conflicts, inter-personal conflicts and structural conflicts all point to the need for more effective tools for effective and continued problem solving. Conflict resolution and negotiation skills are critical skills for many manager to be effective in the workplace.

