

“Peace is not the absence of conflict, but the ability to cope with it.” - Dorothy Thomas

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. The Module 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 lasting problem solving. Conflict resolution and negotiation skills are critical skills for any manager to be effective in the workplace. The program targets all students who would like to learn these important life skills, negotiation and conflict resolution, that will enhance any profession within which they want to work.

About This Module

- Learning, Practicing and following a process of resolving conflict.
- Become more confident in handling interpersonal and common workplace conflict.
- Finding out your own preferred style of resolving conflict and become aware of the different styles of resolving conflict.
- Follow a step-by-step process of successfully mediating conflict between two parties
- Define the stages and elements of the negotiation process
- Develop the skills and techniques of a successful negotiator
- Identify optimal win-win solutions in negotiations and for sustainable solutions
- Differentiate between negotiation styles and mental models, analyse your own and your partner's behaviour in negotiations

Examination

- **Real World Learning**
- Two days observation at CCMA purpose: see conciliation, arbitration and mediation in practice. Also, to engage with experience peace builders
- Guest lectures
- FAMSA training Course inter family conflict resolution
- Weekly workshops on non-violent communication