

My lesson plan

About conflicts

Warming up: What is a conflict? Who have conflicts? What conflicts do you know of?
Coming to grips, hurting, clash, thesis-antithesis, opposition of needs and values and interest

Task 1

By looking at the pictures define the nature of the conflict
Creativity was very high

Task 2

Changing of the society: Then and now
A bit of a disagreement occurred which feature where to put

Task 3

Quotation from Goethe about happiness: happy is the person who stands away, doesn't hate, meets a friend, and enjoys it together

Explaining this.

How you can be positive about things:

- „yes and” instead of „no” or „yes, but” –*happiness, joy*

- show our joy- *tell about it*

- looking at our relations positively and building up our lives creatively, win-win position of both- *examples of win –win: symbiosis*

- taking the chances- *they are given , one need to take advantage*

- the quality of life depends on us- *it is us who make our lives*

Task 4

The relation is not always win-win

Inner conflicts: *indecisive*

External conflicts: *fight*

Task 5

How conflicts start – progress – finish

2 examples given: a personal(card game) and a imaginary(reality shows)

Task 6

How to handle conflicts

Completing the chart: Five basic ways of addressing conflict were identified by Thomas and Kilman in 1976:

- *Accommodation – surrender one's own needs and wishes to accommodate the other party.*
- *Avoidance – avoid or postpone conflict by ignoring it, changing the subject, etc. Avoidance can be useful as a temporary measure to buy time or as an expedient means*

- of dealing with very minor, non-recurring conflicts. In more severe cases, conflict avoidance can involve severing a relationship or leaving a group.*
- *Collaboration – work together to find a mutually beneficial solution. While the Thomas Kilman grid views collaboration as the only win-win solution to conflict, collaboration can also be time-intensive and inappropriate when there is not enough trust, respect or communication among participants for collaboration to occur.*
 - *Compromise – find a middle ground in which each party is partially satisfied.*
 - *Competition – assert one's viewpoint at the potential expense of another. It can be useful when achieving one's objectives outweighs one's concern for the relationship.*

Task 7

What is typical of settling the conflicts?

Roleplaying all 5 with own ideas

Which solution is the most popular? Which one is used widely? Which one do you use? :
different situations need different solutions

Task 8

Empathy: mutual, talk it over: **collaboration**

Prevention: being tolerant, responsible, reducing tension

Why don't we write it on the noticeboard? We should tell that to...

Task 9

Eternal conflicts poem

Translating, understanding and giving examples

Sayings: choosing the best one

The moral/lesson to be learnt: **When you make a mistake, admit it, correct it and learn from it immediately!**

Task 10

As a summary: revising with Conflicts powerpoint.

Personal opinion

The „lesson“ took about 90 minutes and at the end of it we could draw conclusions and draw up the lessons to be learnt. They loved the discussion so much that they asked me to do something like that again. While solving the tasks classmates were mentioned and taken as examples. When performing the different solutions for conflicts they really got involved. I had prepared suggested answers in order to control our talk. All my expectations were heard without my forcing them saying something. Although we agreed that problem solving should be with collaboration, all of them added that it always depends on the situation, the person and the interest. For me the time I spent with them was a great pleasure and I am looking forward to finding another topic that can help and support my work in the project.

Help taken from WIKIPEDIA

Conflict is a part of discord caused by the actual or perceived opposition of needs, values and interests. A conflict can be internal (within oneself) or external (between two or more

individuals). Conflict as a concept can help explain many aspects of social life such as social disagreement, conflicts of interests, and fights between individuals, groups, or organizations. In political terms, "conflict" can refer to wars, revolutions or other struggles, which may involve the use of force as in the term armed conflict. Without proper social arrangement or resolution, conflicts in social settings can result in stress or tensions among stakeholders. When an interpersonal conflict does occur, its effect is often broader than two individuals involved, and can affect many associate individuals and relationships, in more or less adverse, and sometimes even humorous way.

Conflict as taught for graduate and professional work in conflict resolution (which can be win-win, where both parties get what they want, win-lose where one party gets what they want, or lose-lose where both parties don't get what they want) commonly has the definition: "when two or more parties, with perceived incompatible goals, seek to undermine each other's goal-seeking capability".

One should not confuse the distinction between the presence and absence of conflict with the difference between competition and co-operation. In competitive situations, the two or more individuals or parties each have mutually inconsistent goals, either party tries to reach their goal it will undermine the attempts of the other to reach theirs. Therefore, competitive situations will, by their nature, cause conflict but if you have good sportsmanship or are just fair it wont cause undieserable conflict. However, conflict can also occur in cooperative situations, in which two or more individuals or parties have consistent goals, because the manner in which one party tries to reach their goal can still undermine the other individual or party.

A clash of interests, values, actions or directions often sparks a conflict. Conflicts refer to the existence of that clash. Psychologically, a conflict exists when the reduction of one motivating stimulus involves an increase in another, so that a new adjustment is demanded. The word is applicable from the instant that the clash occurs. Even when we say that there is a potential conflict we are implying that there is already a conflict of direction even though a clash may not yet have occurred.

Types and modes

A conceptual conflict can escalate into a verbal exchange and/or result in fighting.

Conflict can exist at a variety of levels of analysis:

- community conflict
- diplomatic conflict
- economic conflict
- emotional conflict
- environmental resources conflict
- group conflict
- ideological conflict
- international conflict
- interpersonal conflict
- intersocietal conflict
- intrastate conflict (for example: civil wars, election campaigns)
- intrapersonal conflict (though this usually just gets delegated out to psychology)

- organizational conflict
- intra-societal conflict
- military conflict
- religious-based conflict (for example: Center For Reduction of Religious-Based Conflict).
- workplace conflict
- data conflict
- relationship conflict

Conflicts in these levels may appear "nested" in conflicts residing at larger levels of analysis. For example, conflict within a work team may play out the dynamics of a broader conflict in the organization as a whole. (See Marie Dugan's article on Nested Conflict. John Paul Lederach has also written on this.) Theorists have claimed that parties can conceptualize responses to conflict according to a two-dimensional scheme; concern for one's own outcomes and concern for the outcomes of the other party. This scheme leads to the following hypotheses:

- High concern for both one's own and the other party's outcomes leads to attempts to find mutually beneficial solutions.
- High concern for one's own outcomes only leads to attempts to "win" the conflict.
- High concern for the other party's outcomes only leads to allowing the other to "win" the conflict.
- No concern for either side's outcomes leads to attempts to avoid the conflict.

In Western society, practitioners usually suggest that attempts to find mutually beneficial solutions lead to the most satisfactory outcomes, but this may not hold true for many Asian societies. Several theorists detect successive phases in the development of conflicts.

Often a group finds itself in conflict over facts, goals, methods or values. It is critical that it properly identify the type of conflict it is experiencing if it hopes to manage the conflict through to resolution. For example, a group will often treat an assumption as a fact.

The more difficult type of conflict is when values are the root cause. It is more likely that a conflict over facts, or assumptions, will be resolved than one over values. It is extremely difficult to "prove" that a value is "right" or "correct". In some instances, a group will benefit from the use of a facilitator or process consultant to help identify the specific type of conflict. Practitioners of nonviolence have developed many practices to solve social and political conflicts without resorting to violence or coercion.

Conflict can arise between several characters and there can be more than one in a story or plot line. The little plot lines usually enhance the main conflict.

On the other hand, conflict also defines as natural disagreement resulting from individuals or groups that differ in beliefs, attitudes, values or needs. It can also originate from past rivalries and personality differences. Other causes of conflict include trying to negotiate before the timing is right or before needed information is available. The following are the causes of conflict: • communication failure • personality conflict • value differences • goal differences • methodological differences • substandard performance • lack of cooperation • differences regarding authority • differences regarding responsibility • competition over resources • non-compliance with rules (LO)

Causes

Structural Factors (How the conflict is set up)

- Authority Relationships (The boss and employees beneath them)
- Common Resources (Sharing the same secretary)
- Goal Differences (One person wants production to rise and others want communication to rise)
- Interdependence (A company as a whole can't operate w/o other departments)
- Jurisdictional Ambiguities (Who can discipline whom)
- Specialization (The experts in fields)
- Status inconsistencies

Personal Factors

- Communication barriers
- Conflict management style
- Cultural differences
- Emotions
- Perception
- Personalities
- Skills and abilities
- Values and Ethics

The assertion that "the conflict is emotionally defined and driven," and "does not exist in the absence of emotion" is challenged by Economics. In this context, scarcity means that available resources are insufficient to satisfy all wants and needs. The subject of conflict as a purely rational, strategic decision is specifically addressed by Game Theory, a branch of Economics.

Where applicable, there are many components to the emotions that are intertwined with conflict. There is a behavioral, physiological, cognitive component.

- Behavioral- The way emotional experience gets expressed which can be verbal or non-verbal and intentional or un-intentional.
- Physiological- The bodily experience of emotion. The way emotions make us feel in comparison to our identity.
- Cognitive- The idea that we "assess or appraise" an event to reveal its relevancy to ourselves.

These three components collectively advise that "the meanings of emotional experience and expression are determined by cultural values, beliefs, and practices."

- Cultural values- culture tells people who are a part of it, "Which emotions ought to be expressed in particular situations" and "what emotions are to be felt."
- Physical- This escalation results from "anger or frustration."
- Verbal- This escalation results from "negative perceptions of the annoyer's character."

There are several principles of conflict and emotion.

1. Conflict is emotionally defined-conflict involves emotion because something "triggers" it. The conflict is with the parties involved and how they decide to resolve it — "events that trigger conflict are events that elicit emotion."
2. Conflict is emotionally valence — emotion levels during conflict can be intense or less intense. The "intensity" levels "may be indicative of the importance and meaning of the conflict issues for each" party.
3. Conflict Invokes a moral stance — when an event occurs it can be interpreted as moral or immoral. The judging of this morality "influences one's orientation to the conflict, relationship to the parties involved, and the conflict issues".
4. Conflict is identity based — Emotions and Identity are a part of conflict. When a person knows their values, beliefs, and morals they are able to determine whether the conflict is personal, relevant, and moral. "Identity related conflicts are potentially more destructive."
5. Conflict is relational — "conflict is relational in the sense that emotional communication conveys relational definitions that impact conflict." "Key relational elements are power and social status."

Emotions are acceptable in the workplace as long as they can be controlled and utilized for productive organizational outcomes and are used at the appropriate timing.

Ways of addressing conflict

Five basic ways of addressing conflict were identified by Thomas and Kilman in 1976:

- Accommodation – surrender one's own needs and wishes to accommodate the other party.
- Avoidance – avoid or postpone conflict by ignoring it, changing the subject, etc. Avoidance can be useful as a temporary measure to buy time or as an expedient means of dealing with very minor, non-recurring conflicts. In more severe cases, conflict avoidance can involve severing a relationship or leaving a group.
- Collaboration – work together to find a mutually beneficial solution. While the Thomas Kilman grid views collaboration as the only win-win solution to conflict, collaboration can also be time-intensive and inappropriate when there is not enough trust, respect or communication among participants for collaboration to occur.
- Compromise – find a middle ground in which each party is partially satisfied.
- Competition – assert one's viewpoint at the potential expense of another. It can be useful when achieving one's objectives outweighs one's concern for the relationship.

The Thomas Kilman Instrument can be used to assess one's dominant style for addressing conflict.

Ongoing conflicts

Main article: Ongoing conflicts

Many NGOs and independent groups attempt to monitor the situation of ongoing conflicts. Unfortunately, the definitions of war, conflict, armed struggle, revolution and all these words which describe violent opposition between States or armed organised groups, are not precise enough to distinguish one from another. For example, the word *terrorism* is used indifferently

by many governments to delegitimize every kind of armed revolt and, at the same time, by many rebel groups to delegitimize the armed repression of sovereign governments.