**AFRICAN INSTITUTE FOR PROJECT MANAGEMENT STUDIES (aipms).**

**MODULE 1 ASSIGNMENT.**

COURSE CODE: D009

COURSE NAME: DIPLOMA IN CONFLICT MANAGEMENT

Submitted by: Chandiru Zalika Akello

Submitted to: AFRICAN INSTITUTE FOR PROJECT MANAGEMNT STUDIES (aipms)

Portal.onlineresourcecenter.nl

URL: <http://portal.onlineresourcecenter.nl/prolearn/public/viewassignments>

Reg No:

**MODULE 1 ASSIGNMENT**

1. Explain the following concepts:

**i. Conflict Prevention**

Conflict Prevention is the object of a wide range of policies and initiatives; its aim is to avoid the violent escalation of a dispute.

Conflict Prevention includes:

* Monitoring and/or intervening to stabilize a potentially violent conflict before its outbreak by initiating activities that addresses the root causes as well as the triggers of a dispute.
* Establishing mechanisms that detect early warning signs and record specific indicators that may help to predict impending violence.
* Using planned coordination to prevent the creation of conflict when delivering humanitarian aid and in the process of development.
* Institutionalizing the idea of preventing conflict at the local, regional, and international levels.

**ii. Conflict Management**

Conflict management is the ability to be able to identify and handle conflicts sensibly, fairly and efficiently.

The aim of conflict management is to enhance learning and group outcomes, including effectiveness or performance in an organizational setting with better enhancements, properly managed conflict can improve group outcomes.

**iii. Conflict Resolution**

Conflict resolution is conceptualized as the methods and processes involved in facilitating the peaceful ending of conflict and retribution.

Committed group members attempt to resolve group conflicts by actively communicating information about their conflicting motives or ideologies to the rest of groups e.g. intentions; reasons for holding certain beliefs, and by engaging in collective negotiation.

The term conflict resolution may also be used interchangeably with disputeresolution, where arbitration and litigation processes are critically involved. The concept of conflict resolution can be thought to encompass the use of nonviolent resistance measures by conflicted parties in an attempt to promote effective resolution.

**Iv, Conflict Analysis**

Is an initial stage of conflict resolution in which parties seek to gain a deeper understanding of the dynamics in their relationship, conflict analysis is also social as well as intellectual process.

There is need to analyze the causes of peace in addition to the causes of conflict, example, the war in Darfur, water and grazing land had led conflict over natural resources in Darfur and Fur-Arabs war in 1987.

In conflict analysis, you need to analyze this three process before managing the conflict.

1. To identify the positions interest and needs of each party
2. To identify the possible common areas of divergence in the interest or need of the parties.
3. To build a comprehensive picture of each party’s position in the interest and needs.

**2**. Analyze the major methods applied in conflict management and how they help to address conflicts cycles. Give examples.

Conflict management is the ability to be able to identify and handle conflicts sensibly, fairly and efficiently. This makes it less damaging to all sides.

It embodies the principles that all conflicts cannot necessarily be resolved, but urges that people learn how to manage conflict in order to decrease the odds of it’s not productive escalation

Below explain the different methods used in conflict management that helps to address conflict cycles.

**>Accommodating;**

It is essentially entails giving the opposing side what it wants. This often occurs when one of the parties wishes to keep the peace or perceives the issues as minor. This method helps to stop an issue which might create more problems, people who use accommodation as a primary conflict management strategy, however may keep track and develop resentment.

**>Avoiding;**

This strategy seeks to put off the conflict indefinitely. By delaying or ignoring the issues. The avoider hopes the issues resolves itself without confrontation. This method helps to cut the conflict short and let it die. However, this method can lead or its due to low self-esteem or hold position of low power. Example in an office where the boss dismisses a popular unproductive employee, hiring more productive replacement for the position soothes much of the conflict.

**>Collaborating;**

This way multiple people set out ideas and later combined together as a tool or method, the goal is to find a creative solution acceptable to everyone. Collaboration though useful but not appropriate to all conflicts, e.g. a business owner should work collaboratively with the manager to establish policies, but collaborative decision-making regarding office supplies wastes time better spent on other activities.

**>Compromising**

This method typically calls for both sides of a conflict to give up elements of their position in order to establish an acceptable solution if not agreeable. This method prevails mostly in conflicts where parties hold approximately equivalent power. For example, compromise used by business owners during contract negotiation with other businesses when each party stands to lose something valuable like a customer or a necessary service.

**>Competing**

This operates as a zero sum game in which one side wins and the other loses. Highly confident personalities often fall back on competition as a conflict management strategy. This method works best in a limited number of conflicts such as emergency situations. In general, business owners’ benefits from holding the competitive strategy in reserve for crisis situations and decisions that generates ill will, such as pay cuts or layoffs.

3, What triggers conflict and how does conflicts evolve?

A trigger or conflict trigger is any event or an incident that causes a disagreement.

And Conflict is an ever present process in human relations. The below are the triggers of conflict in our society

**>Poor communication,**

Ensure there is clear communication, example in written and oral. If communication is not handled well it will trigger conflict in an environment, example; when the massage is unclear of the duties of individual in a work place this can trigger conflicts.

**>Misunderstandings;**

About the nature aim and objectives of a job, expectations on how things should be done, work condition and wages, beliefs, needs and priorities.

**>Frustration, stress and burnout;**

When people become frustrated or stressed they are more irritable and more likely to create conflicts than at other times. It’s important to recognize the signs of stress in people in order to prevent burnouts.

**>Individual differences;**

No two men are alike in their nature, attitudes, ideals and interests. on account of these differences they fail to accommodate themselves which may lead to conflict among them.

**>Cultural differences;**

Culture is the way of life of a group. The culture of the other group differs from the culture of the other group. The cultural differences among the group sometimes cause tension and lead to conflict. Religious differences have occasionally led to wars and persecution in history, example India.

However, there are also different types of conflicts in the world today;

* War
* Litigation
* Conflict of impersonal ideals
* Fraud. Etc.

4: Discuss the following methods of conflict management: -

**> Negotiation;** Is a way or a method in which people settle differences, it is a process where compromise or agreement is reached while avoiding argument and dispute. It is also an agreement without giving in.

Negotiation are used in different situations; international affairs, the legal system, government, industrial disputes and domestic relationships, however, negotiation skills can be learned and applied in a wide range activity. This method is very important in helping to resolve conflicts.

The process of negotiation includes the following stages.

1, preparation

2, discussion

3, clarification of goals

4, win- win outcome

5, agreement

6, implementation to a course of action.

**B, Mediation;**

This refers to the process of resolving conflict in which a third party neutral mediator assists the disputants to resolve their own conflict. This process is voluntary and the mediator does not participate in the outcome of mediation process. There are so many advantages in using mediation as conflict resolution mechanism.

>process is non-adversarial

>less-expensive

>Assures confidentiality

>Is non legalistic

>Avoiding delays

>And very flexible

This process provides the disputants the opportunity to find solutions to their own conflict.

**c, Arbitration;**

is a process whereby parties to a contract submit disputes arising between them to an independent third party for resolution. Example Abyei boundary dispute between South Sudan and Sudan, the basis of arbitration is the agreement of the disputing parties to arbitrate. The benefits of arbitration are as fellows

>confidentiality

>expert arbitrator

>party autonomy

>finality of the award

>enforceability

**d, Counseling;**

Is a processes of restoring hope or help someone to correct mindset after effect of conflict.in counselling one have to create a comfortable environment for the victim or victims to be at an area where they feel comfortable to open up to the counselor about the experiences, the counselor needs to assure them of the confidentiality. This type of conflict management is most designed to help couples. however, it can also be used to address conflict in any situation. The benefits of counseling are seen below.

>restore hope in victims

>helps in rebuilding self-confidence.

>restore self-esteem.

***References:***

1: Conflict prevention found at

JOHNS HOPKINS [ School of advanced international studies(SAIS)] available at

<https://www.sais-jhu.edu/content/conflict-prevention>

Conflict Resolutions available online at

<https://en.wikipedia.org/wiki/Conflict_resolution>

Conflict analysis example available online at

<https://en.wikipedia.org/wiki/War_in_Darfur>

2: Definition of Conflict management available online at

<https://study.com/academy/lesson/what-is-conflict-management-definition-styles-strategies.html>

Conflict management strategies by Eric Dontigney; Reviewed by Jayne Thompson, LLB LLM Updated March 06,2019 available at

<https://smallbusiness.chron.com/5-conflict-management-strategies-16131.html>

3: Chandiru Zalika Akello.

4: Negotiation online at

<https://www.skillsyouneed.com/ips/negotiation.htm>

Mediation –the preferred alternative for conflict resolution by **George Amoh**

Accra, Ghana available at

<http://www.gdrc.org/u-gov/conflict-amoh.html>

Arbitration available at

<https://www.pearse-trust.ie/blog/bid/81199/the-benefits-of-arbitration-as-a-method-of-dispute-resolution>