

Conflict resolution (2)



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- c) After each speaker, check for clarity and understanding between participants about points raised. At this stage you are not debating points of view.
 - d) Take a break if and when required.
- 4) Identify areas of common interest or perspective.
- a) Help participants to identify and understand each other's interest. Build on and emphasize common ground and areas of agreement. Note common points (e.g., on a flip chart).
 - b) Conflict resolution can be made easier or more realistic if the issues are "grounded" and removed as far as possible from ideologies.
 - c) Ask if participants can see any areas of common thought or perspectives. Use common interests at any level – for example, protecting the environment – as a basis for initially identifying common areas.
 - d) Note that conflict resolution does not always result in win- win scenarios, but may involve participants agreeing to disagree.
 - e) Decide if parties can proceed or if further resolution is required.
- 5) Identify key aspects of perspectives that require change to resolve or improve the situation.
- a) It is not necessary to change all aspects of a group's perspective to be able to work together.
- 6) Ask if parties can see opportunities to modify their positions and move closer to common ground.
- a) Encouraging each party to take some specific action may speed up the resolution process.

Note: Resolution may not be possible in conflicts based on deeply ingrained beliefs such as racism and sexism.

