MODULE 4 – CONFLICT SOLVING

**M4.WS3 - PHASES OF CONFLICT AND RESOLUTION STRATEGY**

**Seven Steps to Conflict Resolution**

1. The ability to resolve a conflict is a highly prized skill. Coming into conflict is easy, getting out of it is something else. The following steps will guide you through conflict resolution:
2. Develop an attitude of resolution
3. Set the stage, plan your approach
4. Arrange a place and time to talk
5. Tell your stories; gain an understanding of the issues
6. Listen actively and with empathy
7. Generate solutions and a shared, win-win vision of resolution
8. Test for satisfaction

***TASK 3*** *– see M4.WS4*

**Dignity Model by Donna Hicks**

1. ***Acceptance of others*** as neither inferior nor superior but possessing the same inherent worth and value as your equal. The first commitment is to do them no harm.
2. ***Acknowledgment:*** People like to feel that they matter. Acknowledgment can be as simple as smiling at others when they walk by to formally recognize them for something they have done – something for which they deserve credit. It is especially important to acknowledge the impact of your actions on others when you violate their dignity, instead of trying to save face by diminishing or ignoring the harm you have caused.
3. ***Inclusion:*** No one likes to feel left out or that they don’t belong. When we are included, we feel good about who we are. When we are excluded from things that matter to us, we feel an instant reaction of self-doubt. *What is it about me that I wasn’t included?* This is an affront to our dignity at all levels of human interaction – reaching from the political level, when minority groups feel left out of the political process by the majority, to the interpersonal, when we’re not included in the decision-making that directly affects us.
4. ***Safety*** by assuring the environment is free from psychological threats like shaming, humiliation, diminishing, or hurtful criticizing.
5. ***Fairness:*** We all have a particularly strong knee-jerk reaction to being treated unfairly. If we want to honour the dignity of others, we need to ensure that we are honouring agreed-upon laws and rules of fairness – both implicit and explicit – when we interact with them.
6. ***Freedom:*** A major dignity violation occurs when we restrict people and try to control their lives. Honouring this element of dignity requires that people feel free from domination and that they are able to experience hope and a future that is filled with a sense of possibility.
7. ***Understanding through active listening*** is used for the sole purpose of understanding the perspective of the other, as there is nothing more frustrating than feeling misunderstood, especially when in conflict with others.
8. ***Benefit of the doubt:*** Treating people as though they were trustworthy – giving them the benefit of the doubt that they are acting with good intention – is honouring their dignity. This is, paradoxically, especially important when the cycle of mistrust is difficult to break. Treating others as though they were trustworthy often interrupts the negative expectations, creating opportunities for a change in the relationship.
9. ***Responsiveness*** is required as it an aspect of basic human dignity to be seen and heard, and when the other is treated as if they were invisible or the other is ignored, it is a major violation of their dignity.
10. ***Righting the wrong:*** When we violate someone’s dignity, it is important to take responsibility and apologize for the hurt we have caused. It is a way for us to regain our own dignity as well as acknowledging the wrongdoing to the person you violated

**Features of the win-win approach**

There are some features which are common to successful resolutions:

* Concentrate on the approach not the outcome
* Focus on the issues/needs not solutions
* Hard on the issues, easy on the person
* Be willing to fix the problem
* Maintain an attitude of respect
* Consider the negative consequences of win/lose
* Re-define what constitutes a ‘win’
* Make it easy to say yes
* Resist greed and injustice
* Take a long-term view
* Maintain dialogue
* Keep generating possibilities

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