

# The Inclusive Community Building Conflict Resolution Approach

by

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# The Need for Conflict Resolution Skills Within Organizations

- Conflict resolution is a valuable skill to possess because you invariably encounter problems dealing with others
- Many people are able to manage conflict in a healthy, productive way, but some find it hard because they are prone to getting defensive or angry.

# Managing Conflict the ICB Way

- **The manner in which conflict is managed determines whether your project reaches a successful conclusion.**
- **To have a successful project, each person in the group must adhere to the caring, sharing and loving principles expounded in The Ellison Model toward seeing conflict resolved.**

# Managing Conflict Via ICB Values

- Honesty, trustworthy, friendly and inclusive in outlook are Ellison Model values.
- Devotees do not force their will on others nor do they believe in racial prejudice and unfair treatment of others.
- They adheres to The Ellison Model's caring, sharing and loving principles.

# Conflict: A Unitary Process

- Conflict resolution is a unitary process.  
The individual must
  - recognize his or her position relative to the dispute;
  - with a clear vision of what took place, acknowledge his/her role in the dispute.
- The ability to resolve conflict rests with each individual
- What is the common denominator in all humans that allows each to be able to resolve personal conflict?

# The Conscience

- The conscience is able to direct the individual, beyond the emotions, towards seeing their role in the conflict.
- Conflict resolution being a unitary process is essential to understanding the working of conscience.
- The conscience would seek to lead a person in the right direction, but there is a warring faction seeking to lead into the wrong direction.
- If the person would but hear what is right or wrong, the person could be led to rightness.

# Conflict Resolution: A Unitary Process

- On your job, do you encounter people who are hard of hearing instructions that would correct their errors?
- In terms of internal conflict, the conflict is between the conscience and the emotions.
- This subject is timely because some people have difficulty understanding that the conflict is within them.
- However, when they start understanding that it is a war between that which is good and bad, and that there are external forces that influence that inward working of conscience, they will gain clearer understanding of the unitary conflict process.

# Confusing Conflict with Behavior

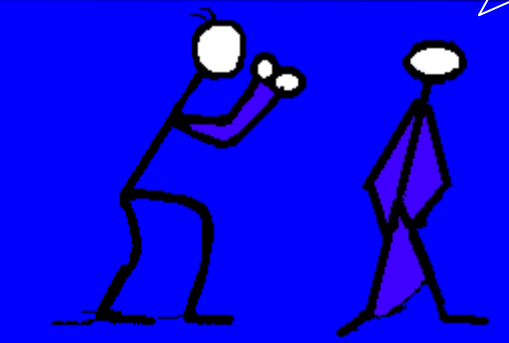
- Conflict is a disequilibria inner state between the conscience and the emotions or false conscience.
  - These two are at war with the emotions bent on selfish gratification—one or the other will win.
  - The conscience is a moral agent interested in the rightness or wrongness of a matter.
- The outward response is the behavior; it is often misdiagnosed as the conflict.
  - Type III error is the usual results—solving the wrong problem, i.e. treating the outward behavior but leaving the inward war unresolved.



Party B hurt Party A's feelings.

Party A is looking for a fight.

But Party B is not willing to fight.



Party A

Party B

Internal Conflict

No Internal Conflict

# Responses to Conflict

- Shifting Blame (never acknowledging fault)
  - Conflict is not resolved when one party blames the other for his or her state because it gives another control over one's emotional being.
- Saving Face (glossing over problem)
  - Conflict is not resolved because the person knows that he or she is at fault but refuses to acknowledge as much.
  - The problem will surface again because the conflict is not dealt with.
- Acknowledging Fault (being true to self)
  - Conflict is resolved because the person sees the problem for what it is and seeks resolution.

# The Use of Mediation

- Mediation may be helpful, but the focus of mediation is to get the individual to understand his or her role in the dispute.
- Conventional mediation, however, is not always able to resolve conflict because mediators are negotiators.
  - The art of compromise is highly prized in their work because conflict is viewed as a two party dispute.
  - Each party is asked to give up a little to bring about resolution.

# Coming to Resolution

- However, resolution comes when *each party* understands that conflict is *an individual act*.
- Both parties to the conflict might reach resolution at the same time or at separate times; consequently, methods utilized to reach resolution vary.
- Each person involved in a conflict must take personal responsibility for his/her own resolution.

# Steps in Managing Conflict

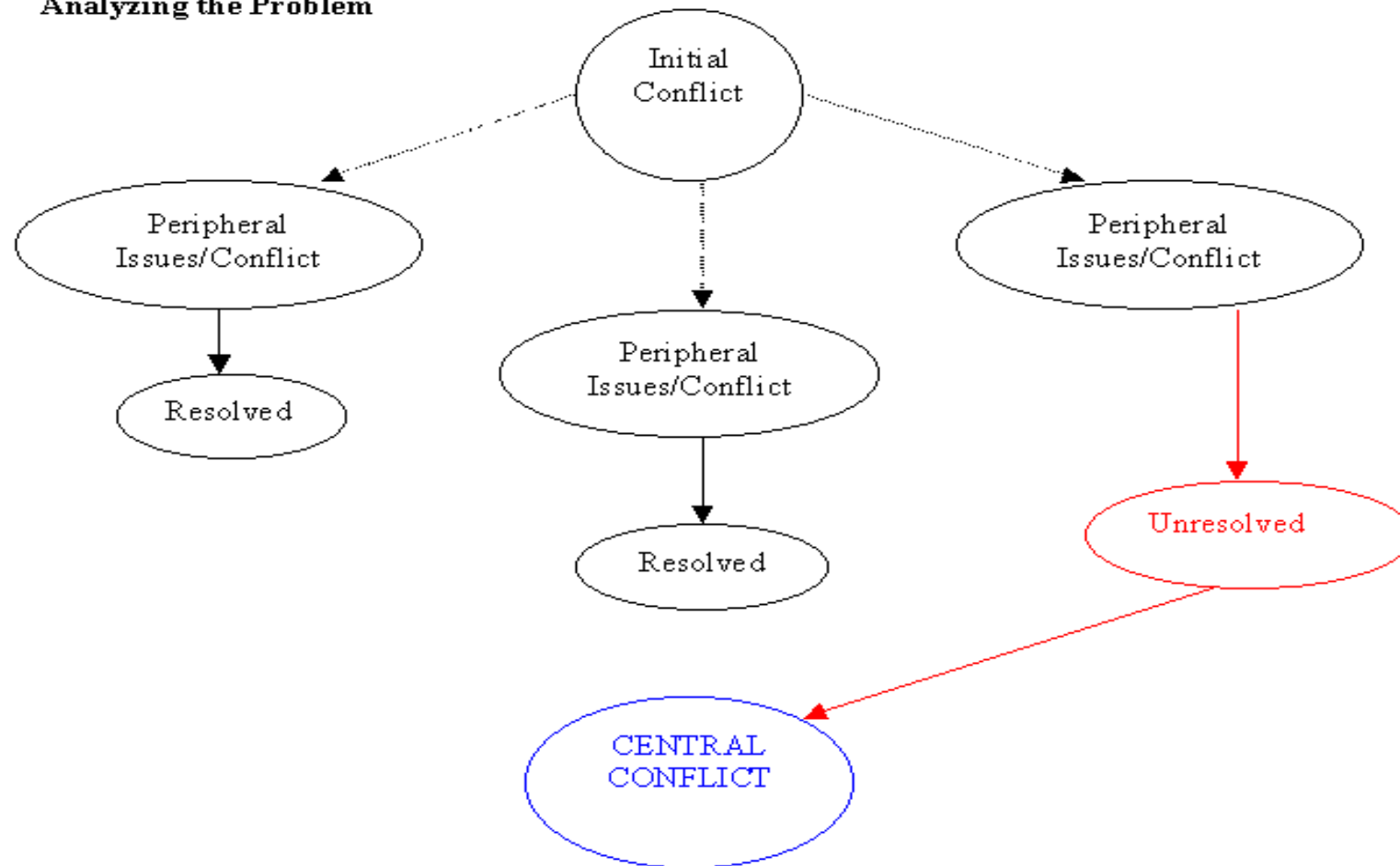
- Diagnose the Conflict
- Analyze the Conflict
- Provide Prescription to the Conflict
- Monitor the Results
- Revise Prescription

# Analyzing the Conflict

- Consider the nature of the conflict, and its possible effects on others (Is it contagious?).
- Determine what other problems associated with the conflict are; out of a single conflict, other conflicts may arise.
- Analysis may reveal certain limitations or restrictions this conflict might impose on an individual.
- In this approach, the prevailing *unresolved conflict* emerges as the *central problem or central conflict*.

# Analyzing the Conflict

## Analyzing the Problem



# Analyzing the Conflict Relationship Vectors

