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Part 1

The last time I developed a new skill was when I learned the value of listening and not speaking much. Listening gave me a chance to grasp more skills and realize how I used to talk a lot. I realized that when I keep full attention to something, I learn it easily.

The last time I felt amazingly and authentically happy was when I went to church with my family members. The feeling was incredible and real as all of us were happy and had an inspiring time while listening to the worship songs in a satisfactory environment.

The last time I felt proud of myself was when I was involved in a fundraising campaign and had to ride a bicycle and cover sixty kilometres to help the needy. I have never been so proud of myself like that day, considering that bicycles have less protection compared to a car.

The last time I felt completely focused is in each semester in my campus life because getting the degree certificate is essential in my life. Getting good grades requires determination and focus on what a person wants. This makes me more focused than ever on achieving good results.

The last time I felt true inner peace was when I learned to focus on things that I can control. I realized that things that I cannot control affect my mood and make me less proficient. Therefore, I ask myself if I can control something to avoid being stressed.

The last time I felt truly successful was when I was promoted at my work and was selected to lead my team in accomplishing the organization project. This made me feel I was doing a good job. Also, I could improve my team members' strengths by utilizing their talents.

The last time I did something I did not want to do but forced myself to do was when I was sick of pneumonia; I forced myself to sleep and take all the medication as prescribed to get well. Taking medication has always been a nightmare for me since I was a child. Resting is my weakness because I like keeping myself busy.

Part 2

Conflict arises in different ways, making organizations, families or friends lose their connections and be enemies. Since the courts take long to resolve conflicts, mediation has emerged as an effective and most useful method. Mediation is where a neutral third-party individual helps the parties in a constructive discussion to obtain a mutual solution. Mediation can be selected as a preferred conflict resolution when business partners are experiencing problems in resolving the disagreement due to deficiency in resolution skills or resistance to confronting or challenges by the other party. Mediation is the best method because the mediator is not the one coming up with the solution. Still, both parties have to involve themselves in negotiations and understand to resolve the conflict.

Mediation is an effective method for parties that require better settlements. As a result, this makes it to be a voluntary procedure. The benefit of mediation in this situation is that two parties agree on the solution and have a better agreement (Lovan et al., 2017). While all parties expect issues to be settled, all will have to communicate their issues and come up with a common solution. Since the disagreement took place in an organization, mediation is confidential and thus, parties can select a private and safe environment to handle their case. However, mediation also has significant disadvantages. The first drawback is that one party with jurisdiction to settle the conflict may be unwilling to negotiate hence affecting the resolution process because all parties need to be involved in developing the resolution (Lovan et al., 2017). Another challenge

experienced is the chances of getting an inexperienced mediator because this will interfere with the resolution process.

Reference

Lovan, W. R., Murray, M., & Shaffer, R. (Eds.). (2017). *Participatory governance: planning, conflict mediation and public decision-making in civil society*. Routledge.

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