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Conflict Resolution

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Conflict resolution is the art of providing a solution to a disagreement between two or more people. Also, it can be argued as normalizing the situation, restoring peace and harmony among different individuals or groups of parties. Conflicts among people are the inevitable reason. Everyone has a distinct personality from the other. They view things differently depending on individuals' source of knowledge, level of education, background, and beliefs (Deutsch et al, 2011). Conflict resolution, therefore, becomes a paramount institution or society to foster growth and to cohabit among people during and after a crisis from time to time. Pieces of training on conflict resolution are offered to managers and supervisors on institutions to help solve disputes among staff, which occur frequently. Skills acquired from these training if put into place correctly by the people heading the institutions, help in keeping the operations running in organizations amidst conflicts from different staffs. They are also held in line with the company's or social policies and which respect the rights of the different parties. When conflicts are resolved, the professional growth of employees is upheld, and this is a paramount skill in any organization setup. Solving conflicts entails understanding the source of the conflict and alternatively getting the right facts to provide a resolution.

Conflict Resolution Theory

The theory of conflict resolution and political system broadly expounds analysis and research in the field of conflict resolution discipline. The theory combines teachings and research; it was originated by John Burton was further offered fundamental philosophies,' and he is still recognized as one of the most significant theorists in the discipline of conflict resolution. John Burton, in his work, showcased the conflict resolution theory as a tool that would bring people together socially, economically, physically, and politically since it provided a platform

for oneness even in times of disputes (Deutsch et al, 2011). The theory took into consideration individual needs, such as settlement and political stability. Conflict resolution theory brought people towards a universal political system where each individual's concern would be addressed, and it aided in reducing tension amongst the people from the same community in society. John Burton, in his conflict resolution theory, however, outlined that it may apply differently based on person to the other depending on nature or the individual's practice. The resolutions ranged from courts individuals represented by lawyers to the traditional village elders who would solve disputes amicably depending on their analysis after listening to other parties.

Tradition conflict resolution consisted of punishment where an individual was found guilty after evaluation or the cases where in-turn, the courts would have prosecution for accused in place or instant fines. Social workers, however, in this theory, felt that the legal practitioners had the upper hand in winning disputes since they had advanced knowledge in the field. Also, it was disadvantageous to the clients who would not afford to hire them to hire professionals (Deutsch et al., 2011). However, I feel the traditional conflict resolution had a lot of limitations since most legal practitioners do not want to handle conflicts affecting people socially like environmental degradation and only chose to handle matters of personal interest like industrialization and political systems and power bargaining, therefore, appears to be corrupting the judicial system.

Main Techniques of Conflict Resolution

The main techniques used in this model include third party consultation parties not involved in the disputes that were brought along to evaluate the matter at hand and provide a solution. Third-party individuals were supposed to be independent and lean on the side of justice in conflict resolution. The matter before the committee was then tabled, and after all the parties

said their piece, the third party individuals would raise their concerns and give a ruling fairly. The third-party process also included mediation and pre-negotiations (Wallenstein, 2018). Interactive problem solving was another skill used in conflict resolution theory. The people would discuss the matter before them amongst themselves and try to come up with solutions that would favor and, at the same time, promote justice between the entangled parties. In case of disagreements from the members present, they would consequently seek consultations from other third parties until a resolution is established.

The aim of interactive problem solving was not to necessarily offer solutions but to facilitate communications between the parties and for them to come up with ways of resolving their disputes. Instances where direct communications between opponents become unmanageable, the third party tries to air concerns that may trigger direct communications. The author tries to create grounds for mutual interaction, which may lead to joint problem solving as one is at a point to indicate their pain point-blank (Wallenstein, 2018). The technique in a special way transforms and influences the attitudes of the opinion-makers, and it facilitates learning and making decisions in conflict resolution. Intercommoned dialogue is another technique used in conflict resolution. It enhances the dialogue of young people emerging from different communities and social backgrounds. This dialogue also promotes problem-solving enables concrete thinking by addressing shared concerns, peacebuilding, and reconciliation. Intercommoned dialogues foster peace and promote interactions where an individual can address their troubles unanimously. Psychodynamic approach was critical in conflict resolution since it approached conflicts putting into consideration a person's way of thinking, evaluating what drives a person to do certain things and an individual's personality.

Utilization of Conflict Resolution Theory

The third-party consultation method has an inbuilt inclination to heighten and authenticate the host of research results. Human shortcoming often leads them to misunderstandings, perceptive miscalculations, and egocentric expectations that results in uncertainty and menace (Halperin, 2014). Competition and egocentrism win-lose situations in conflict resolution almost become difficult, leading the conflict to escalate to critical intensities of concentration. The parties, at this point, become paralyzed and are unwilling to search for alternative means of conflict resolution. It is at this interval that the need for a third party becomes urgent to restore the flow of the conversation. Interactive problem-solving utilization is considered an interaction between the problem solver and the delinquent where the problem solver is required to create integral evidence about the problem; it, thus, entails intellectual and plenty of physical activities (Halperin, 2014). The psychodynamic approach enables clients in self-awareness; it helps clients understand the impact of new behavior in the present and the influences it may have. The approach helps clients manage unresolved conflicts and handle new conflicts as they arise.

In summation, conflict resolution is a skill since it is handled differently from parties to another depending on the nature and the intensity of the conflict. The art has to satisfy all the parties involved in that they have to feel justice was served. Positive conflict resolution results in a sharpened sense of identity and cohesion. The parties restore their initial relationship, and the activity in the community or organization workflow is restored too. Interaction to interpersonal levels is also reached during conflict resolution erasing the bad blood among the people, and a new system of equity is created. Conflict resolution also promotes trust among parties and as a result, productivity is increased since there is a favorable working environment; rigidity and flexibility are enabled because parties are coursed to swallow their pride for a common goal.

Alternatively, positive conflict resolution promotes unity among groups since the interest of the parties is guarded. However, Negative conflict resolution may result in a worsening of situations where parties may feel dominance or imposition. In this situation, the parties feeling burdened may avoid or withdraw from the process since they feel the situation is already compromised. The purpose of a conflict resolution is to achieve a win-win situation. Still, for instance, where this is not applicable, collaboration from the parties is required to settle the outstanding disputes. This collaboration ensures maintaining strong interpersonal comparative and, at the same time, ensuring each party achieves its interest in the resolution process. Efficacious conflict resolution can only be achieved from active listening to really get the depth of the matter and to maintain empathy at all the times and finally work towards a determination grounded on appealing welfares. Respect and integrity for the participating parties have to be upheld through-out the process of conflict resolution, and the resolution has to be resourceful at all times.

References

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