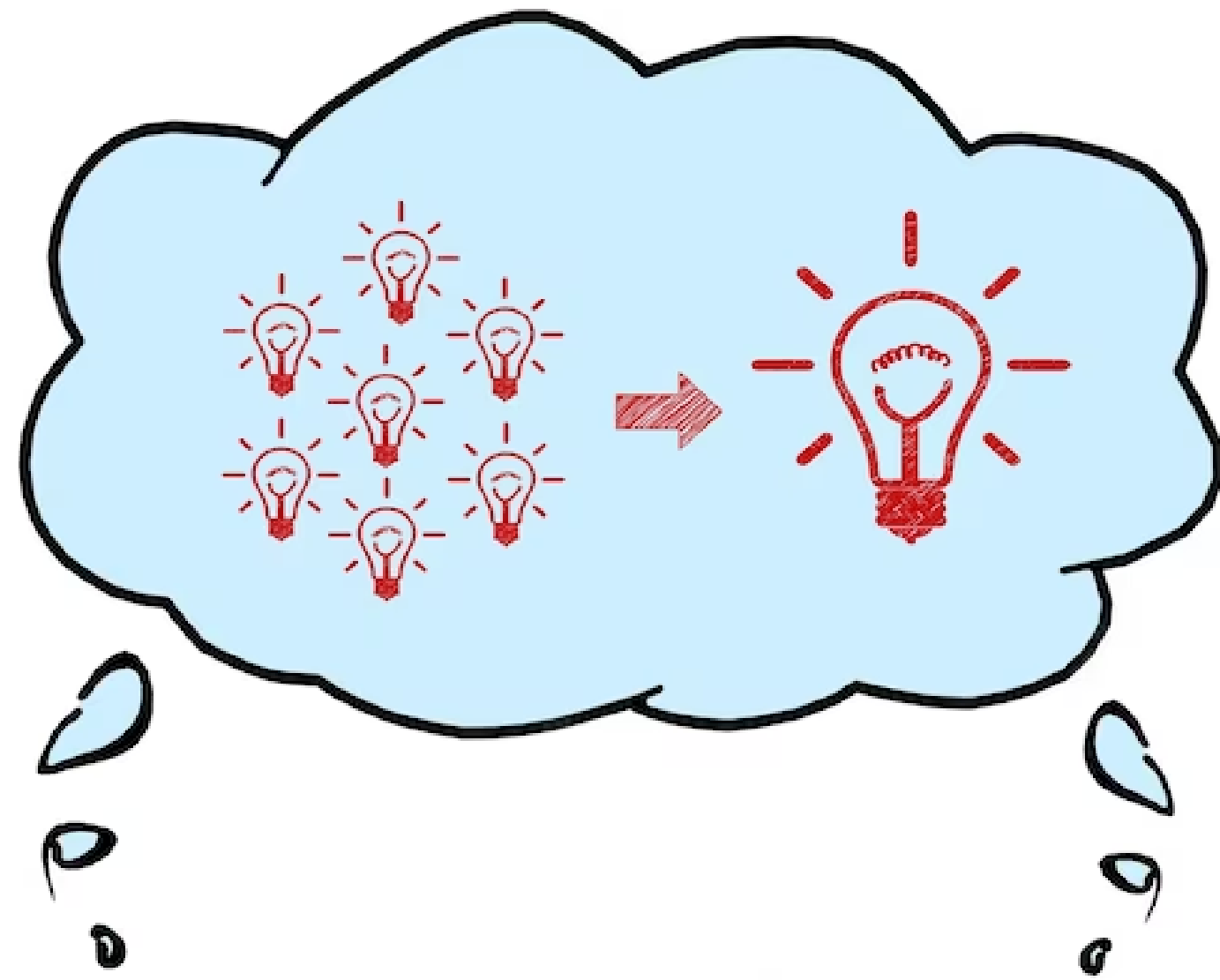




Conflict Resolution

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Understanding Conflict

Conflict is an inevitable part of human interactions.

It arises due to differences in opinions, values, and interests.

Understanding the underlying causes of conflict is essential for effective resolution.

Active Listening

Active listening is a key skill in conflict resolution.

It involves paying full attention, empathizing, and seeking clarification.

By listening actively, we can understand the concerns of others and find common ground.





Collaborative Problem-Solving

Collaborative problem-solving encourages all parties involved to work together towards a mutually beneficial solution.

By brainstorming, sharing ideas, and compromising, conflicts can be resolved effectively.



Managing Emotions

Managing emotions is crucial in conflict resolution. By acknowledging emotions, practicing empathy, and maintaining calmness, we can prevent conflicts from escalating and find rational solutions.



Empathy

Put yourself in the other person's shoes and try to understand their feelings and motivations.

Acknowledge their emotions and show that you understand their perspective.



Time and space:

Sometimes, taking a break from the conflict can help emotions cool down and allow both parties to approach the issue with a clearer mindset.

Mediation

Involve a neutral third party to facilitate the discussion and guide both parties toward a resolution.

Mediators can help keep emotions in check and ensure that each person gets a fair chance to express themselves.

MEDIATION





Forgiveness:

**Letting go of past
grievances and
forgiving each
other can help in
moving forward
positively.**



TTANKK TIMK

Thanks!