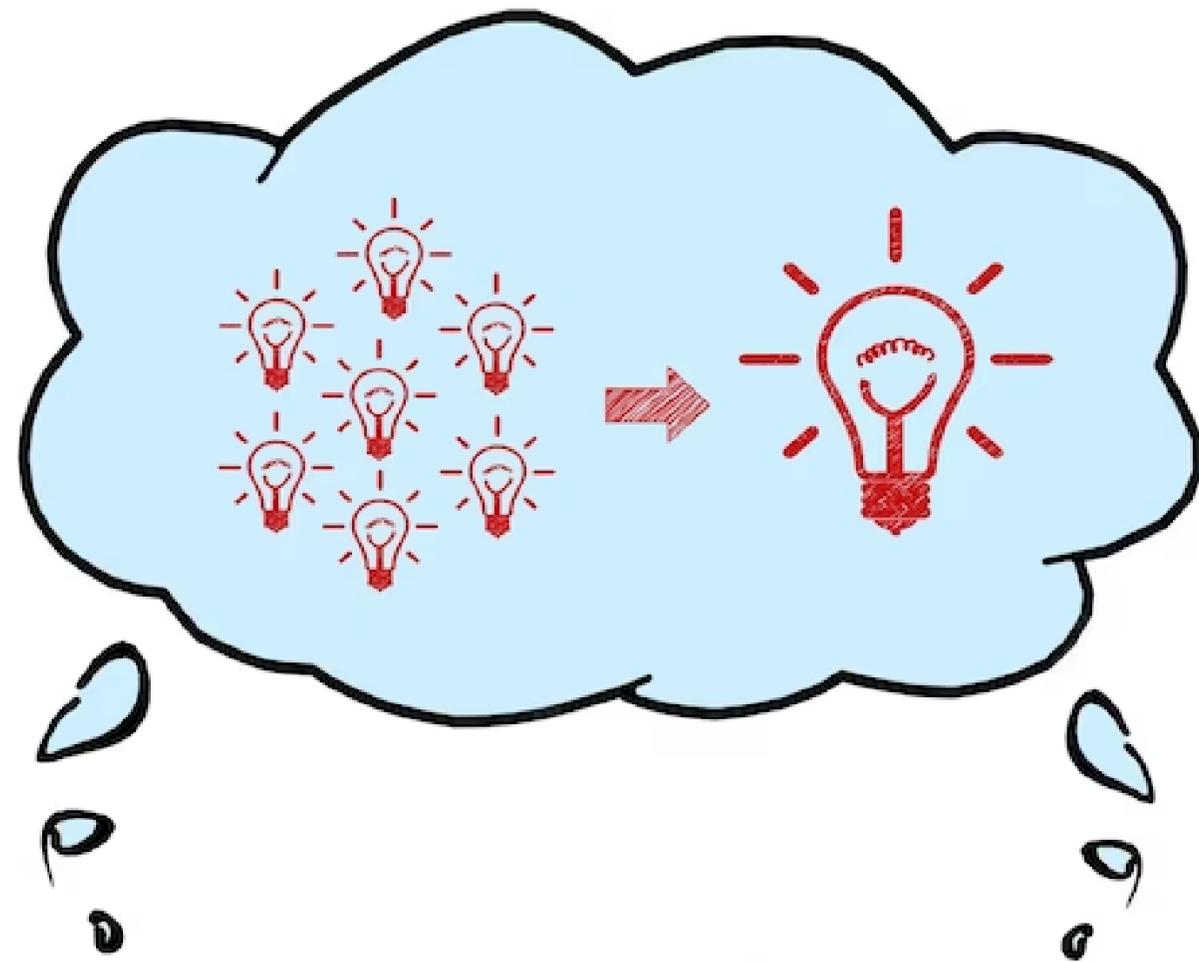




# Conflict Resolution

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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



## **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.**



# **Forgiveness:**

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



**Thanks!**