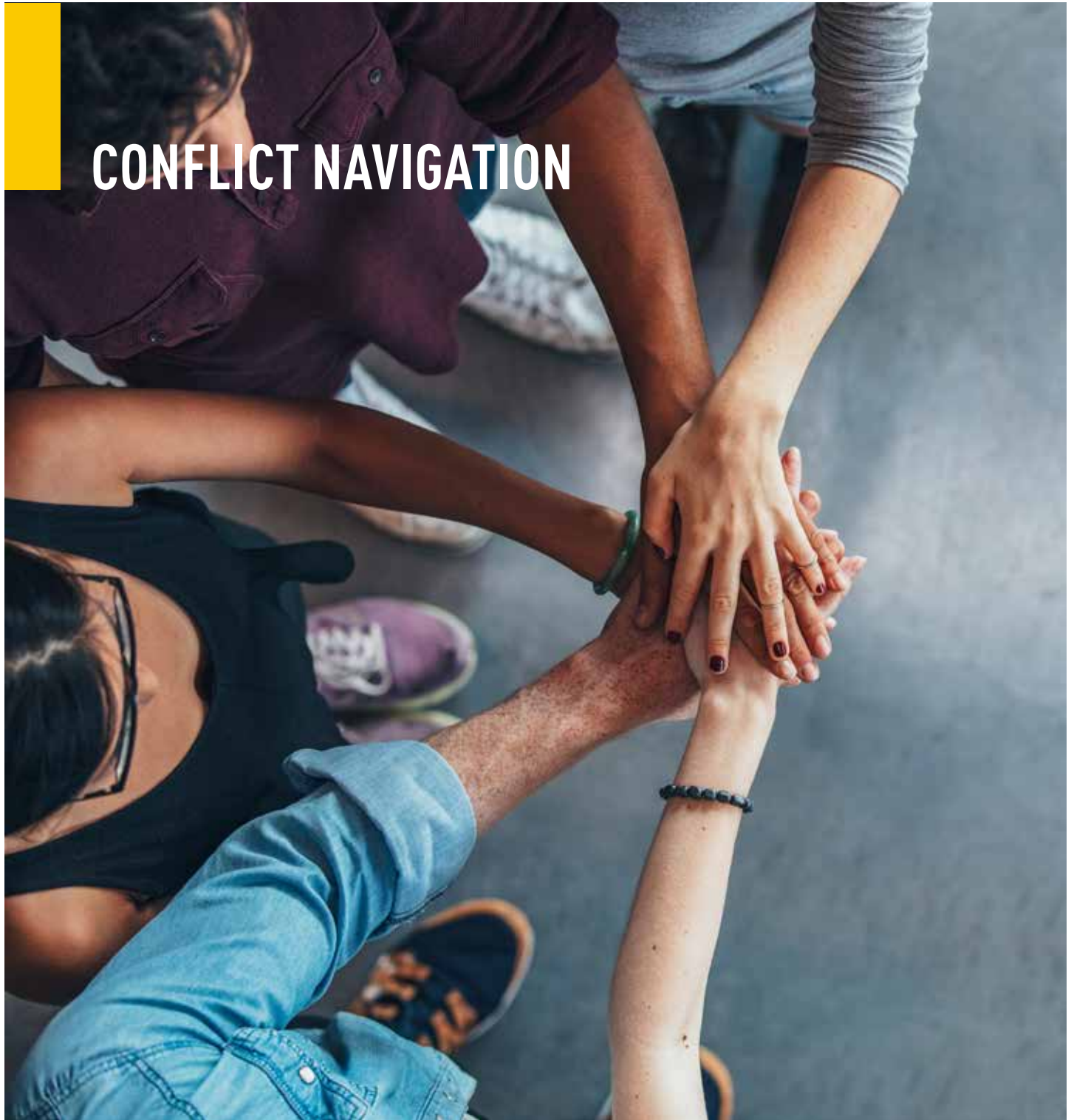


CONFLICT NAVIGATION



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Being aware is as important as being smart

Great leaders are great problem solvers, but they must be able to solve problems cooperatively with other leaders. International leaders must be skilled in conflict resolution due to the diversity in values and interests that exist in the world.

But what makes international leaders such great problem-solvers? According to a collaborative program report by the U.S. Department of Justice and the U.S. Department of Education, there are six foundation abilities that contribute to effective conflict resolution. These six foundation abilities are:

Orientation abilities: encompass values, beliefs, attitudes, and propensities that are compatible with effective conflict resolution. Orientation abilities include nonviolence, compassion and empathy, fairness, justice, trust, and tolerance, among others.

Perception abilities: abilities that encompass the understanding that conflict doesn't lie in objective reality, but in how individuals perceive that reality. These abilities include self-evaluation, the ability to suspend judgment and blame, and the ability to empathise in order to see the issue from the other person's point of view.

Emotion abilities: behaviours that help manage anger, frustration, fear, and other emotions effectively. These include the ability to express one's emotions in non-aggressive ways and exercising self-control when faced with emotional reactions of others.

Communication abilities: listening and speaking abilities that allow for effective exchange of facts and feelings. These include active listening, speaking to be understood, and the ability to express emotions in a neutral manner.

Creative thinking abilities: skills that enable individuals to be innovative in defining problems and decision making. These include the ability to contemplate a problem from various perspectives and being able to brainstorm a variety of options.

Critical thinking abilities: skills that enable a person to analyse, hypothesise, predict, strategise, compare and contrast, and evaluate during problem-solving. These include the ability to establish objective criteria and to plan future behaviours.

Six Steps in Conflict Resolution

Set the stage: the conflicting parties must first want to resolve the issues and agree on meeting to resolve these issues.

- > **Gather perspectives:** the sides express their perspectives and the issues that are relevant to them.
- > **Identify interests:** each side identifies their goals regarding the issues and communicates these to the other parties.
- > **Create options:** all parties brainstorm on how to effectively reach such goals.
- > **Evaluate options:** the options are evaluated by all sides, objections are raised, further options are generated.
- > **Generate agreement:** steps 4 and 5 continue until everyone is satisfied with the plan of action.



Conflict resolution simulation

“Conflict is a natural, vital part of life. When conflict is understood, it can become an opportunity to learn and create. The challenge for people in conflict is to apply the principles of creative cooperation in their human relationships.”

– Richard Bodine,
Donna Crawford,
and Fred Schrupf



Pick from the following list of issues, or come up with your own issue that would have two sides with good arguments.

- > Australia’s treatment of asylum seekers
- > Equal opportunity for Indigenous Australians
- > Compulsory voting in federal elections
- > Write the chosen issue below:

Form two teams within your group. Each team will represent one point of view while the other team represents the opposing point of view. Choose one side. You may have a strong personal opinion on the issue that is chosen. Nonetheless, you may want to represent the opposing side as this may enhance your perspective on the issue. As a group, use the skills and steps outlined above to come to a resolution.

What are some of the clear areas of conflict that exist within this issue?

Take notes for each one of the six steps. What worked and what didn’t work? What skills did you use during problem-solving? What was the final agreement?
