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Unit 2 – Working in programming

Subunit 2.6. – Conflict Management



“Peace is not the absence of conflict, it is the ability to handle conflict by peaceful means.” – Ronald Reagan.



Objectives:

Conflict management module main objectives towards the participants are mainly two:

- To know the importance of conflict resolution;
- To know the importance of conflict resolution and mentoring to reach a peaceful resolution.



What is conflict? What is conflict management?

Conflict VS Disagreement

- When people have a **disagreement**, it means that despite the fact that they do not agree with each other, the relationship remains intact;
- **Conflicts** may lead to fragile relationships since it involves a duality between the issue and the relationship.

However, conflicts make part of normal and healthy relationships – they can not be avoided but they can be carried out in a positive way.

A conflict emerges from differences, occurring when we disagree with other peoples' values, motivations, views, beliefs, or desires.



What is conflict? What is conflict management?

- When a conflict triggers strong feelings, it is because usually a **deep personal and relational need** is at the essence of the problem:



the need to feel safe
and secure

the need to feel
respected and
appreciated



a need for greater
closeness and intimacy

A successful conflict resolution depends on:

- Effectively manage stress and still remain alert and relaxed;
- Emotions and behaviour control;
- Respect the differences.

The main types of conflicts:

Personal or relational conflicts

- Usually related with our identity, self-image or other aspects such as, loyalty, breach of trust, betrayal or lack of respect.
- A good way to deal with these kinds of conflict is through open dialogue and non-violent communication.

Instrumental conflicts

- Usually about goals, structures, procedures and means.
- A good way to solve these kind of conflicts is through argumentation and by finding acceptable solutions for both parties.

Conflicts of interest

- Usually about the distribution of the means to achieve goals, such as time, money, space and staff.
- A good way to solve these kind of conflicts is through negotiation, to find an agreement for the resource's division.



Ineffective ways to deal with conflicts

A conflict can trigger **strong** feelings and emotions.

Ineffective ways:

- Not being able to put yourself in the other person perspective;
- Not being able to control your emotions;
- Ignoring the conflict;
- Avoiding the conflict.



Tips for an effective conflict resolution

- **Be able to relieve stress in a quick way.** By remaining calm you will be able to respond in an assertive, calm, and adjusted way, since you will not allow your emotions get in the way.



Tips for an effective conflict resolution



- **Be able to recognise and control your emotions.** Emotional awareness allows you to understand how you feel that way and why. If you know exactly how and why you have those feelings, you are more able to clearly communicate them to others.



- **Improve your nonverbal communication.** The most relevant information during a conflict or discussion is usually made by using nonverbal communication. When involved in a conflict you should pay attention to the nonverbal communication, since it will give you some signals of the person's real feelings and intention.



Resources:

Related videos in English:

- <https://www.youtube.com/watch?v=KY5TWWVz5ZDU>
- <https://www.youtube.com/watch?v=QLbGHQo4qnA>
- <https://www.youtube.com/watch?v=v4sby5j4dTY>

Related videos in Portuguese:

- <https://www.youtube.com/watch?v=wg1DHNuBELQ>
- <https://www.youtube.com/watch?v=CxK5F17Dyd8>
- <https://www.youtube.com/watch?v=me97LuVmZOg>

Related videos in Spanish:

- https://www.youtube.com/watch?v=aDWZVBvNo_o
- <https://www.youtube.com/watch?v=ShYlEXSGtxM>



Activities

Your turn!

Activity 1.

Activity: 5 min choosing individually + 10 min choosing in a group + 10 min sharing with class = 25 minutes

Group Feedback: 5 minutes

This exercise helps to explore the nature of a given topic. It helps to generate a discussion around that topic and see how people view it differently.





Activities

Your turn!

Activity 2.

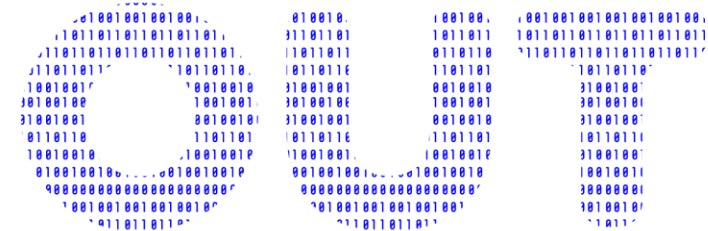
Activity: 5 min Stage 1 + 2 min Stage 2 + 4 min Stage 3 + 10 min Stage 4 = 21 minutes

Group Feedback: 10 minutes

This exercise helps to create a vivid example which can then be discussed and explored further and to see how one conversation can differ from the other.



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