

PEACE AND RECONCILIATION SKILLS FOR EVERYONE

Learning the Art of Conflict Resolution

Fact-Finding Skills

Conflict Mapping Skills

Conflict Energy Management Skills

Listening Skills

Resolution Approach Skills

Asserting Your Rights through Peaceful Negotiation

Bridging Conflicting Parties through Mediation



www.peacebuilderscommunity.org

REVIEW

A THEOLOGICAL UNDERSTANDING OF UNPEACE: Empire Building—The Most Devastating Disaster in the History of Humanity

DISHARMONY IN OUR BASIC RELATIONSHIPS

1. Alienation with **The Creator**:
2. Alienation with our **Being**:
3. Alienation with **Others**:
4. Alienation with the **Creation**:



VALUES OF THE GLOBAL EMPIRE IN THE 21ST CENTURY



Extreme Individualism

This is the most emphasized modern cultural value being communicated in the big media, causing the family and community to be disintegrated.

Practical Materialism

Many families may be religious during Sunday mornings, but practicing materialists during most of the week, influenced more by commercial advertisements and greed-oriented consumerism than by biblical principles, biblical ethics, and biblical morality.

A Culture of Violence and War

A belief system that human conflicts and differences are ultimately resolved by the use of force; thus, justifying personal, domestic social, and political violence.

A Mechanistic View of People

In opposition to the biblical view of people, a mechanistic view treats humans and the creation as machine-projects rather than living organisms who are also story-subjects. Thus, the family, the church and the community is seen as an organization to be fixed rather than an organism to be healed.

A THEOLOGICAL UNDERSTANDING OF PEACE: Peace Making—The Peace of God is Good News

HARMONY IN OUR BASIC RELATIONSHIPS

1. Harmony with **The Creator**:
2. Harmony with our **Being**:
3. Harmony with **Others**:
4. Harmony with the **Creation**:



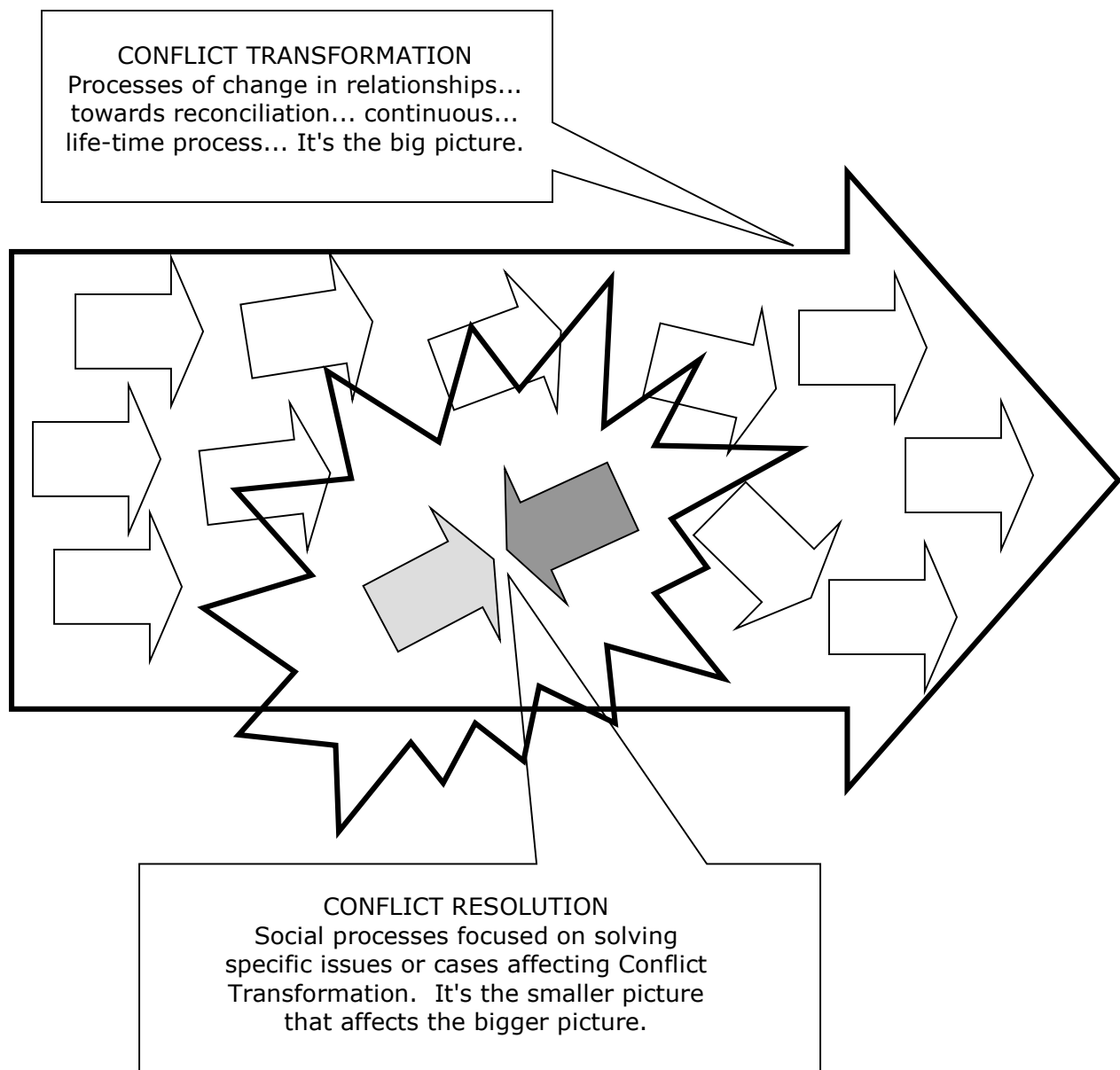
PERSONAL REFLECTION:

In what way is the Peace of God the Good News?

LEARNING THE ART OF CONFLICT RESOLUTION

Conflict Resolution is a non-violent process towards arriving at mutually-agreed terms over a specific issue. It is a process of settling issues but not necessarily transforming relationships. It is a key stage in the whole process of Conflict Transformation.

RELATIONSHIP BETWEEN C-TRANS AND C-RES



FACT-FINDING IN A CONFLICT SITUATION

The *5Ws and 1H* of conflict

:: WHO

:: WHAT

:: WHEN

:: WHERE

:: WHY

:: HOW

WORKSHOP: ORGANIZING A 5-MEMBER FACT-FINDING TEAM

HEALTH & SECURITY OFFICER

- :: To look after the physical health of the team.
- :: To look after the team's security and navigation of the conflict area

LOGISTICS & COMMUNICATIONS OFFICER

- :: To make and distribute cell phone directory of team members, and to look after the transportation needs of the team during a mission trip
- :: To look after food and housing needs of the team during a mission trip.
- :: To manage the team's budget for the mission trip.

FORMAL & LEGAL OFFICER

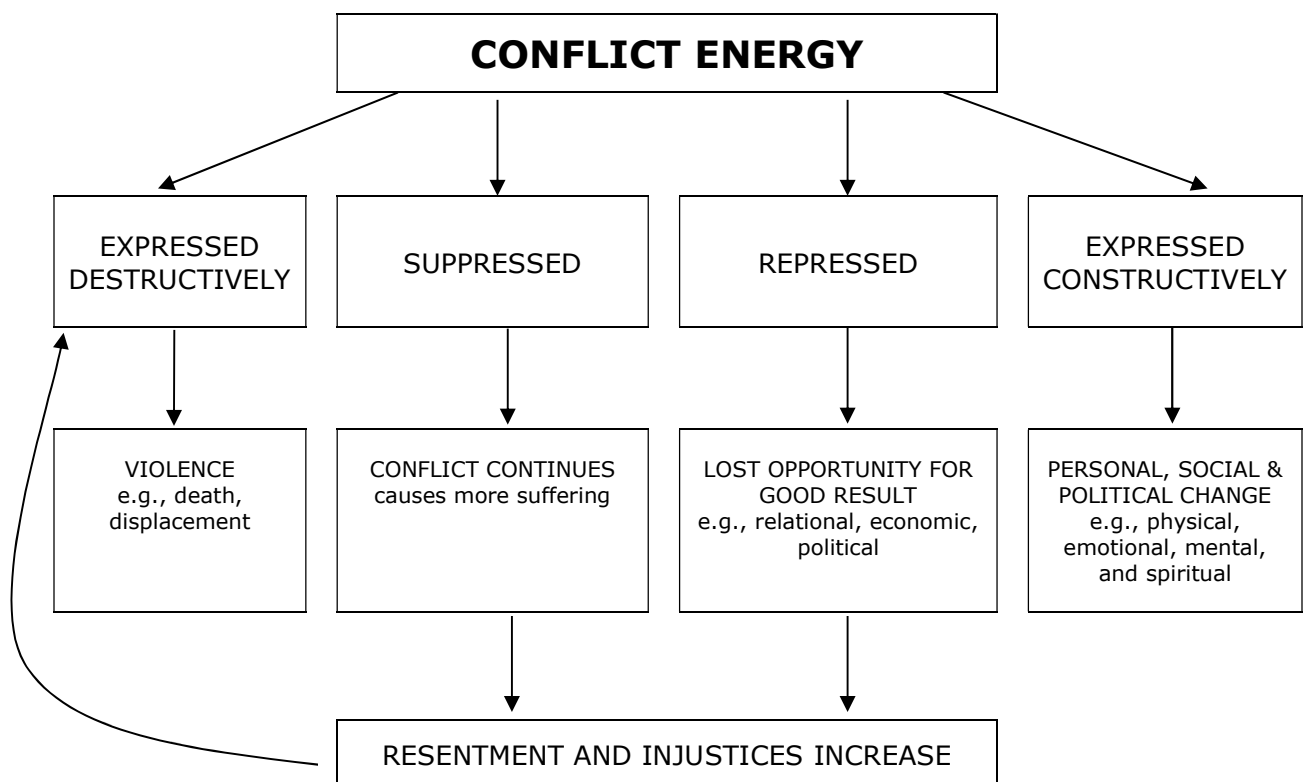
- :: To make formal arrangements to meet with parties involved in conflict.
- :: To advise the team when legal opinion is needed and to give para-legal training to the members of the team.
- :: To choose from among themselves the official spokesperson for the team.

INFORMATION & DOCUMENTATION OFFICER

- :: To determine data gathering techniques for the team's fact finding mission.
- :: To document relevant events during the team's mission trip using video- and still-cameras.

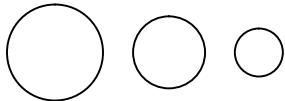
MEDIA & PUBLIC RELATIONS OFFICER

- :: To facilitate the team members in expressing their views to the end that an official team statement is articulated.
- :: To draft the team's news releases, official statements and position papers.

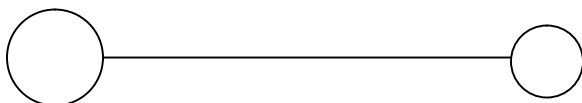
FACT FINDING EXERCISE: DEALING WITH A CRISIS**MANAGING CONFLICT ENERGY**

CONFLICT MAPPING

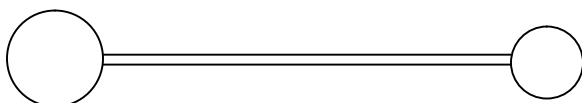
1. CIRCLES INDICATE PARTIES INVOLVED IN THE SITUATION.
RELATIVE SIZE = POWER WITH REGARD TO THE ISSUE



2. STRAIGHT LINES INDICATE LINKS—THAT IS, FAIRLY CLOSE RELATIONSHIPS



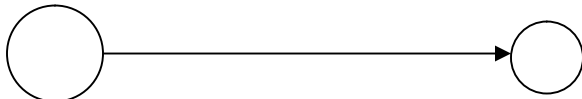
3. DOUBLE CONNECTING LINES INDICATE AN ALLIANCE



4. DOTTED LINES INDICATE INFORMAL OR INTERMITTENT LINKS



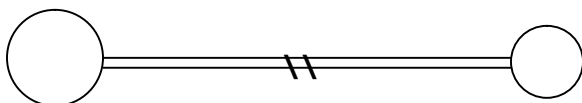
5. ARROWS INDICATE THE PREDOMINANT DIRECTION OF INFLUENCE OR ACTIVITY



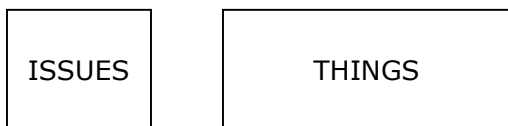
6. ZIG-ZAG LINES (LIKE LIGHTNING) INDICATE DISCORD, CONFLICT



7. DOUBLE LINE LIKE A WALL ACROSS SINGLE LINES INDICATE A BROKEN CONNECTION



8. SQUARES OR RECTANGLES INDICATE ISSUES OR THINGS OTHER THAN PEOPLE



9. LARGE SHADOW SHOWS EXTERNAL PARTIES WHICH HAVE INFLUENCE BUT ARE NOT DIRECTLY INVOLVED



EXAMPLE OF A BASIC CONFLICT MAPPING

LISTENING SKILLS IN A CONFLICT SITUATION: F.A.T.

Facts

Affections

Thinking

CONFLICT RESOLUTION SKILLS

- 1. Informal Discussion and Problem-Solving.** Majority of disagreements are handled this way, some satisfactorily, others simple "get dropped."
- 2. Negotiation.** A bargaining process around differences entered voluntarily by parties who try to educate each other about their needs and interests, to exchange resources, or to address intangible issues such as future relations.
- 3. Conciliation.** A process in which a third party attempts to help parties to collaborate, but less structured or formal than mediation. (Conciliation is also used as a broad term for many conflict management/resolution processes.)
- 4. Facilitation.** An impartial third party leads a collaborative process in which individuals and groups with divergent views meet to reach consensus on a goal or to solve a problem. Similar to mediation, but generally does not involve an impasse.
- 5. Mediation.** A facilitated negotiation; a process by which a mediator assists disputing parties to collaboratively discuss their concerns and problem-solve their issues. Mediators assist in documenting mutually acceptable points of agreement the parties may reach. The mediator does not have authoritative decision-making or enforcing power and participation by the parties is voluntary, private and face-to-face.
- 6. Arbitration.** A private process conducted by one or more third parties who decide how the dispute will be resolved. The outcome may be "binding" or "non-binding"/"advisory."
- 7. Judicial Approaches (Including Litigation).** Intervention by socially-recognized authority to decide the issues and enforce the decision. It is generally a public process where parties lose control of outcome, but may gain from forceful advocacy of their point of view.
- 8. Legislative Approaches.** Another public and legal means of problem solving where win/lose decisions are determined by voting. Individuals have only as much control or influence as they can mobilize.

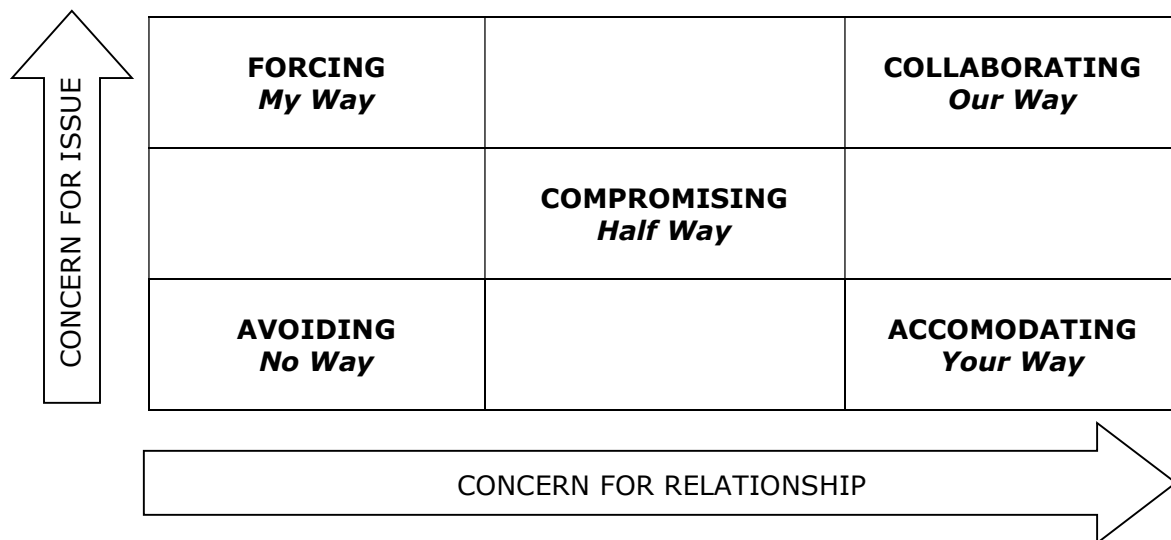
CONFLICT RESOLUTION CONTINUUM

LEGISLATIVE APPROACHES	<div>EXTERNAL INFLUENCE TO THE PROCESS AND OUTCOME</div> <div>PARTIES' CONTROL OF PROCESS AND OUTCOME</div>	
JUDICIAL APPROACHES (Litigation)		
ARBITRATION		
MEDIATION		
FACILITATION		
CONCILIATION		
NEGOTIATION		
INFORMAL DISCUSSION & PROBLEM SOLVING		

STRUCTURED EXPERIENCE: "OPEN MY FIST"

1. What new things have I discovered about myself?
2. What have I learned about the other person?
3. What would be the impact of this experience in my relationships as a peacebuilder?

CONFLICT RESOLUTION APPROACHES



KEY FACTORS FOR CONSIDERATION

1. Issue

- :: Cause and source of the dispute
- :: The subject of positioning
What the parties want
- :: The object of the dispute
Why the parties are in dispute

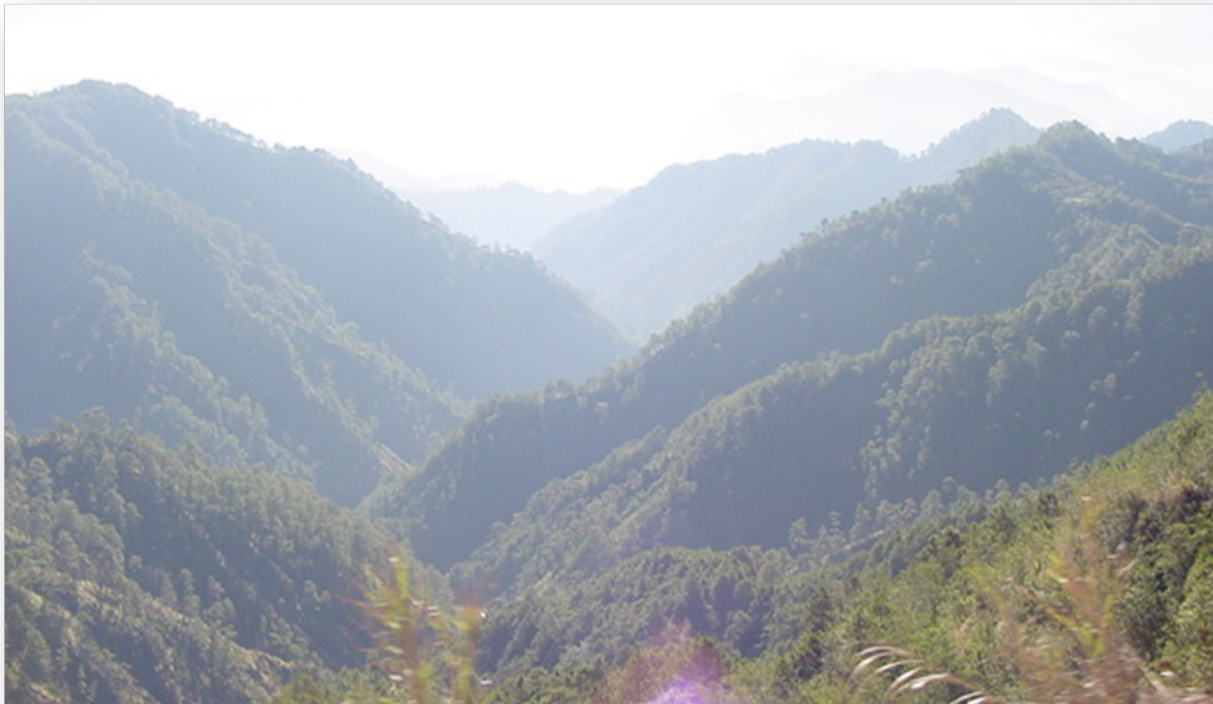
2. Relationship

- :: Independence, dependence and interdependence of the parties involved
- :: Basis of relationship
- :: Modes of engagement

ASSERTING YOUR RIGHTS THROUGH PEACEFUL NEGOTIATION

Negotiation. A bargaining process around differences entered voluntarily by parties who try to educate each other about their *position*, *interests*, and *needs* to exchange resources, or to address intangible issues such as future relations.

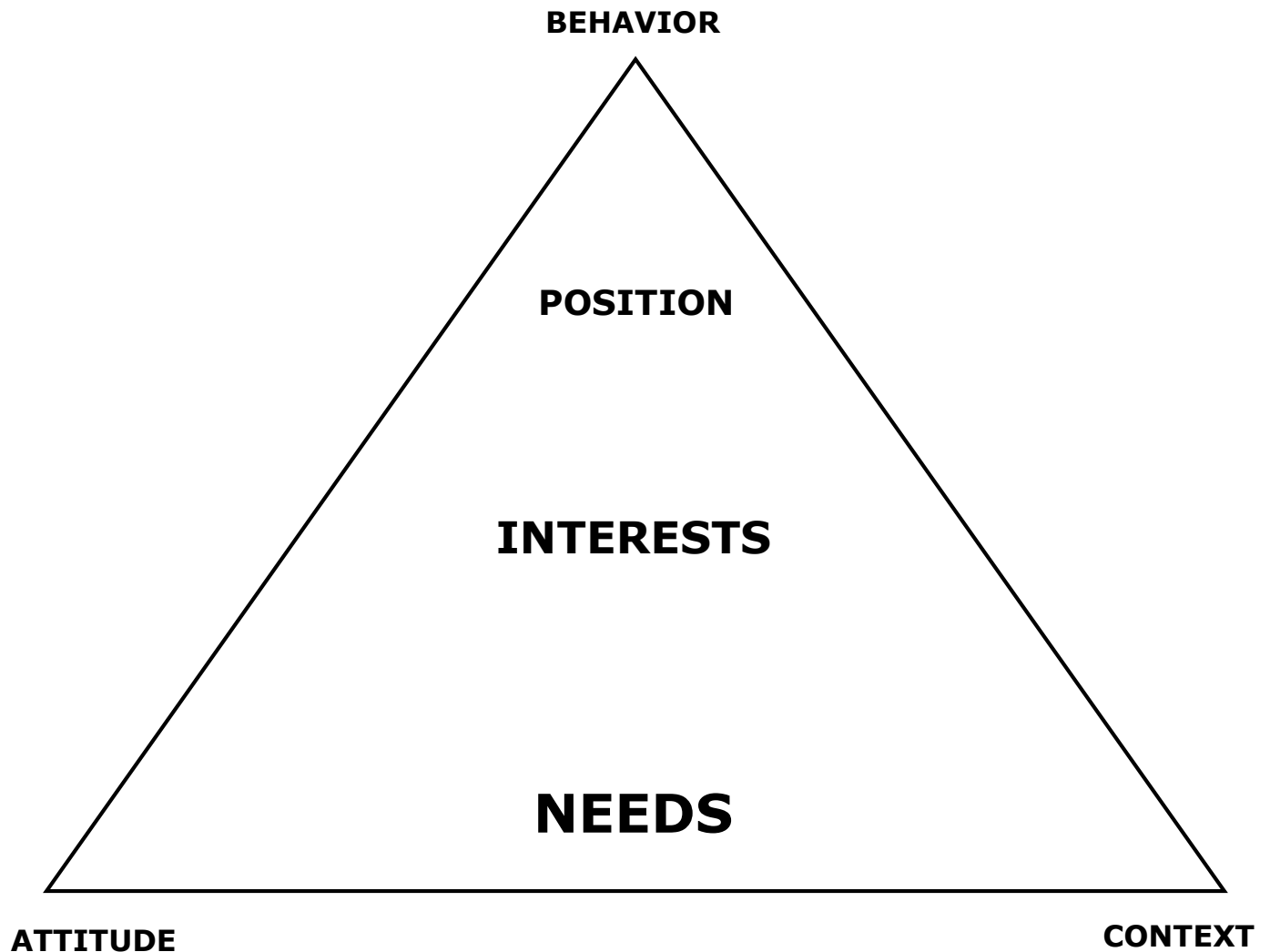
POSITIONS, INTERESTS, NEEDS



Position – a stated policy of a person, group, or party; usually to advance or protect their interests

Interests – hopes, fears, wants, desires; usually not expressed formally

Needs – concrete and immediate intervention; relief, ceasefire, temporary restraining order

CONTEXT, ATTITUDE, BEHAVIOR

Context. The circumstances that form the setting for an event, statement, or idea, and in terms of which it can be fully understood and assessed; the parts of something written or spoken that immediately precede and follow a word or passage and clarify its meaning.

Attitude. A settled way of thinking or feeling about someone or something, typically one that is reflected in a person's behavior; a position of a community implying an action or mental state.

Behavior. The way in which one acts or conducts oneself, especially toward others in response to a particular situation or stimulus.

NOTES: PIN-CAB CONVERGENCE

BRIDGING CONFLICTING PARTIES THROUGH MEDIATION

Mediation. A facilitated negotiation; a process by which a mediator assists disputing parties to collaboratively discuss their concerns and solve their issues. Mediators assist in documenting mutually acceptable points of agreement the parties may reach. The mediator does not have authoritative decision-making or enforcing power. Participation by the parties is voluntary, private and face-to-face.

GROUP INTERACTION: WHO DO YOU GO TO WHEN IN-CONFLICT

BEFORE ENTERING INTO THE ROLE OF A MEDIATOR

Determine whether conflicting parties are ready for mediation. They are ready when:

1. Both of them have voluntarily expressed their need for it.
2. They can articulate their concerns.
3. They are willing to hear the other party.
4. They take responsibility for their actions.
5. They are willing to work on mutual outcome

PRE-SESSION CONSIDERATIONS

1. Prepare the environment.

- :: Comfortable and informal as possible
- :: Access to comfort rooms
- :: Access to an extra room for separate meetings
- :: Food and water—when you know the session will be a long one.

2. Arrange seating.

- :: Should be non-confrontational and flexible—parties should not be seated in chairs that are facing each other directly.
- :: A coffee table rather than a board table provides for openness as well as comfortable and "safe" distance between the disputing parties.
- :: The chairs can be a symbol of power, they should be similar in style and height.
- :: All parties must have easy and equal access to the exits.
- :: Guardians, advocates and other representatives present should be seated behind the parties.

3. Check-in with your co-mediator.

- :: Who will do the introduction, restate the stories or summarize the issues?
- :: How will the rest of the session be divided?
- :: Anticipate any special difficulties you may encounter during the mediation situation. (Remember that what you anticipate may or may not happen.)
- :: What will you do if you get stuck? What could you do?
- :: Discuss any "cues" to be used during the session.

MEDIATION IN SESSION

Stage 1. Introduction

- :: Introduce all parties.
- :: Explain the process, including the role of the mediator.
- :: Establish guidelines for participation.
- :: Obtain agreement from each party to proceed.

Stage 2. Issue Identification: Story-Telling

- :: Ask each party to explain the situation from their perspective.
- :: How does each feel about the situation?
- :: Restate each party's story.
- :: Summarize the issues.

Stage 3. Discussion: Building Understanding

- :: Emphasize areas of common concern.
- :: Encourage commitment to resolve the conflict.
- :: For each issue, guide discussion and exploration of interests and feelings to develop empathy and mutual understanding.
- :: Encourage "what if" thinking.
- :: Use private meetings when necessary and appropriate.
- :: Focus on the present and future, not the past.

Stage 4. Closure: Agreement

- :: Generate options that meet common needs, using brainstorming.
- :: Negotiate closure of the session, highlighting progress and areas of agreement.
- :: Work out agreement specifically. Who does what, by when, where, and why?
- :: Be balanced and non-judgmental.
- :: If appropriate, write and sign agreement and give copies to all parties.

PEACE AND RECONCILIATION TEAMS: ETHICAL VALUES

1. Love. We will love all people unconditionally and we will practice selfless love to the point of offering our lives to the people with whom we are called to live and to serve. This is exemplified in the humble life of Jesus of Nazareth whom we follow in response to His sacrificial love.

2. Truth. By God's grace, we will not lie. As witnesses to the truth we have experienced in Jesus Christ, we will initiate transparent and honest interaction with all the people concerned as we relate with them and as we formulate and implement our policies.

3. Justice. As justice is an attribute of God, our tasks will be implemented in accordance with what is just and equitable among all people concerned. We will listen to, and suffer with, those who have been oppressed because of historical injustice. Because of the redemptive nature of Jesus' Way, we will act justly as we peacefully seek the healing of the nations from all forms of injustice.

4. Forgiveness. Using the energies available to us through the power of the Holy Spirit, we will absorb the violence committed against us so that our lives may be used as servants to stop the cycle of violence within us and around us. We will seek the forgiveness of people and communities who were treated unjustly by our fellow Christians—who misused the name of Christ to advance their greed for wealth and power.

5. Peace. We will seek harmony and reconciliation with the Creator, with our Being, with Others, and with the Creation. We believe in solving problems through non-violence. By God's grace and mercy, we will not use weapons to hurt or to kill people as a means to accomplish our dreams, mission, and objectives.

6. Voluntary Service. The backbone of our community will be the voluntary efforts of our team members as they offer their time, or their skills, or their financial resources for the cause of peace.

7. Respect. As fellow-beings created in the image of God, we will work with all people, respecting the differences in our worldviews, value systems, and behavior patterns. As fellow stewards of our planet, we will respect traditional ways of preserving our natural environment.

8. Patience. The work of peacebuilding in each context is a long-term process. Though we will seek wisdom from the lessons learned from other contexts, we will not be presumptuous to use them as "quick-fix solutions" to a specific conflict-situation we are facing. We will always consult patiently with the people with whom we are called to love and to serve.

9. Mutual Learning. Because all truth is God's truth, we will seek to be both learners and teachers when we work with other people. We recognize that modern knowledge can be harmonized with traditional wisdom from many cultures, and that this harmonized learning will enrich our mutual growth and development.

10. Accountability. We will submit ongoing reports to all the people concerned—sponsors, clients, volunteers, staff—as we manage the resources entrusted to us.