

Part 3

Conflict Resolution and Mediation



The Skills You
Need Guide to
Interpersonal Skills

The Skills You Need Guide to Interpersonal Skills

CONFLICT RESOLUTION AND MEDIATION

Skills You Need

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CONTENTS

Introduction	4
Chapter 1 An Introduction to Conflict	5
What is Conflict?	6
Types of Conflict	7
Using Transactional Analysis	8
Chapter 2 Resolving Conflict	13
Five Strategies for Conflict Resolution	14
Essential Skills for Handling Conflict	16
Know Your Limitations	18
Chapter 3 Negotiation Skills	20
Why Negotiate?	20
What Influences Negotiations?	21
Stages of Negotiation	23
Negotiation Strategies	26
Avoiding Misunderstandings in Negotiations	32
Peer Negotiation	33
Chapter 4 Mediation Skills	37
Characteristics of Mediation	38
The Mediation Process	39
An Alternative Process Outline	41
Skills for Mediation	42
Conclusion: Setting yourself some goals	48
Answers to Exercises	49

INTRODUCTION

Not many days seem to go by without some mention of conflict in the news, whether an industrial dispute, or an international disagreement. Of course, not all of us are involved in conflicts, or called upon to mediate in them, at international or even at national level. However, conflict resolution and mediation skills can be extremely useful for many people both at work and at home.

- Need to persuade a screaming toddler to get dressed?
- Having an argument with your neighbour about the height of your hedge?
- Children fighting over the television remote control?
- Colleagues locked in a battle over how to run a project?

All these, and many more situations, call for not just tact and diplomacy, but active conflict resolution and mediation skills.

This book introduces the concept of conflict resolution and explains how you can develop the necessary skills. It is designed in particular for those who are new to conflict resolution or mediation and wish to develop their skills, but those with some familiarity with the concepts should also find it useful.



HOW TO USE THIS BOOK

The book is designed as both a guide and workbook. We think that you will get the most out of it if you do the exercises set out in each chapter as you go.

Where there are clear and correct answers to the questions and exercises, these are included at the back of the book. Many of the exercises, however, simply ask you to consider and think about your experience, and develop your views.

You may find it helpful to keep a diary or journal in which you record your thoughts and learning from each exercise. You might also want to note points that you have found particularly interesting or insightful, and there is space at the end of each chapter to do so.

We hope that you enjoy this book, and find it useful.