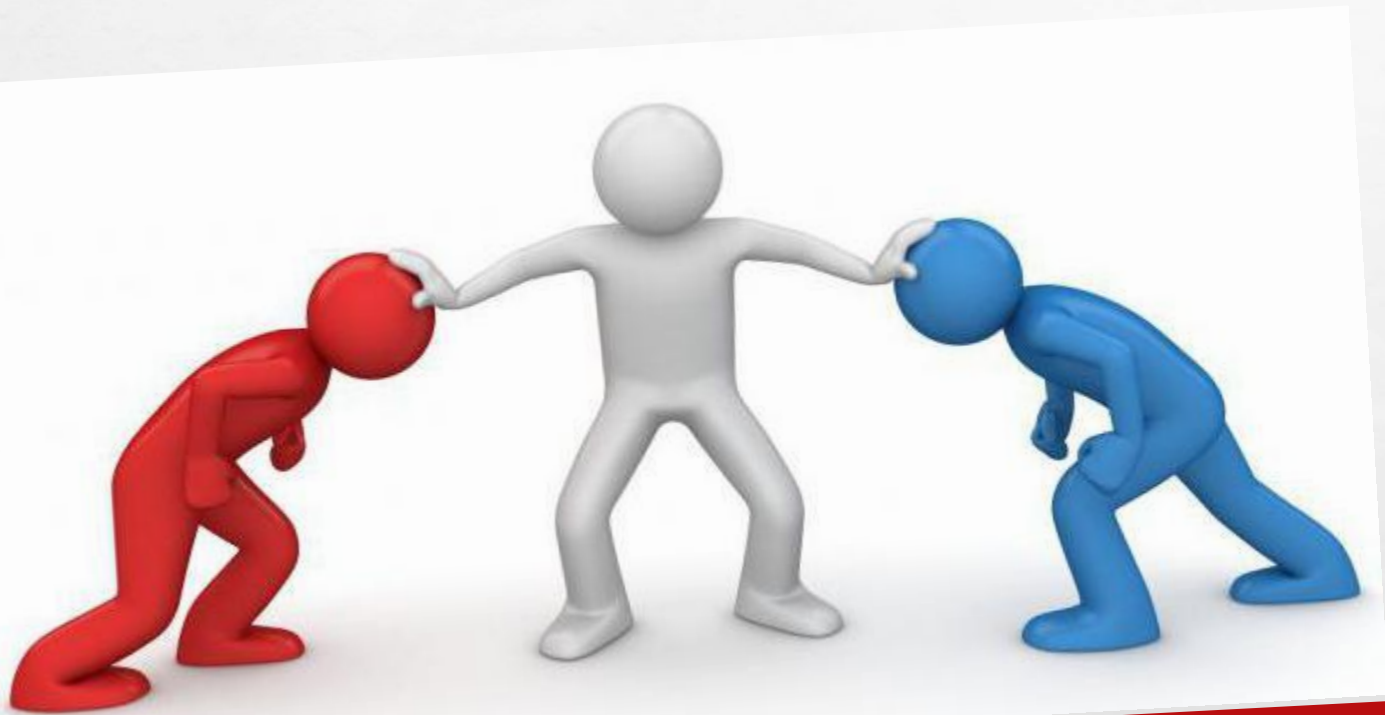


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WHAT IS THE CONFLICT

**CONFLICT IS MOST ACUTE WAY OF
RESOLVING CONFLICTS IN THE INTERESTS,
GOALS, VIEWS, ARISING IN THE PROCESS OF
SOCIAL INTERACTION**

THE CAUSES OF CONFLICTS

**CONFLICTS ARISE DUE TO DEFEND
HIS POINT OF VIEW.**

TYPES OF CONFLICT

1. INTRAPERSONAL

2. INTERPERSONAL

3. INTERGROUP

**4. THE CONFLICT BETWEEN THE INDIVIDUAL AND
THE GROUP**

AN EXAMPLE CONFLICT

THE CHIEF THREATENS TO FIRE IF THE WORKER DOES NOT MAKE THE REQUEST OF THE CHIEF, WHICH IS NOT INCLUDED IN THE OFFICIAL OBLIGATIONS OF THE SUBORDINATE.

THE IMPORTANCE OF THE PEACEFUL RESOLUTION OF CONFLICTS

**A PEACEFUL SOLUTION TO THE CONFLICT IS
IMPORTANT BECAUSE, IF YOU RESOLVE THE
CONFLICT NOT THROUGH PEACEFUL MEANS,
IT MAY BE CASUALTIES.**

ADVICE TO PEOPLE WHO HAVE HAD PROBLEMS.

IF THE OPPONENT IS EXTREMELY ANNOYED AND AGGRESSIVE, TO NEGOTIATE AND TO SOLVE THE PROBLEM YOU HAVE WILL NOT WORK. TRY TO CALM DOWN AND A BIT ISOLATED. HE SHOUTS, TRYING TO HURT YOU, YOU COMPLETELY IGNORE HIS ATTEMPTS TO PULL YOU INTO NEGATIVE EMOTIONS.

AFTER THE PARTNER CALMS DOWN, EXPLAIN TO HIM THAT YOU WILL CONSIDER ONLY THE FACTS AND OBJECTIVE EVIDENCE. IF THE PARTNER TRIES TO CONNECT EMOTIONS, CALMLY EXPLAIN WHAT HIS ARGUMENTS ARE HIS CONJECTURES, NOT FACTS.

BOOKS ABOUT PEACEFUL RESOLUTION OF CONFLICT

**I SUGGEST TO READ A BOOK PEACE BY
PEACEFUL MEANS, BECAUSE IT WELL
DESCRIBES THE PROBLEMS AND THEIR
SOLUTIONS**

MAPRIO

PEACE BY PEACEFUL MEANS

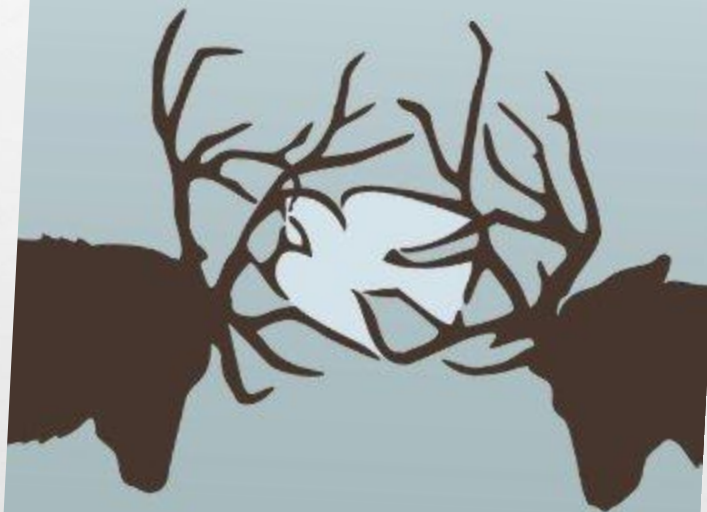
Peace and Conflict,
Development
and Civilization

JOHAN GALTUNG

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Just Conflict

Transformation through Resolution



*Maps for harnessing the
transformative power of conflict
to create mutually accountable relationships*

Rev. Dr. Mark Lee Robinson

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Mediate Your Life

A Guide to Removing Barriers to Communication, Vol. 2



FROM
CONFLICT
TO
CONNECTION

Transforming Difficult
Conversations
into
Peaceful Resolutions

JOHN KINYON & IKE LASATER
with JULIE STILES