

Introduction

Society consists of a large number of people. They differ from one another. Such differences occur as a result of the differences of their opinions, beliefs, education and economy. In fact conflicts occur constantly due to such differences. As a result of conflicts there can be mental disturbances, stress, worries, violence and harmful social activities. Conflicts may occur within a person, among people, families, regions, countries as well as internationally. It is very important to resolve such conflicts peacefully for the existence of human society and to maintain sustainable peace in the society.

Studying this chapter you will be able to gain broader understanding about the followings:

- Defining conflicts
- Causes for conflicts
- Parties that involve in conflicts
- Different types of conflicts
- Qualities need for conflict resolution
- Methods of conflict resolution
- Advantages of conflict resolution in positive manner
- Repercussion of not resolving conflicts in a positive manner

Defining conflicts

Given below are some of the views taken from a brain storming activity related to the lesson "Conflicts":



Conflicts occur due to impatience

conflicts occur not only among humans but also among animals



Conflicts occur due to the influence of external people

Conflicts occur due to vicious qualities such as anger, jealousy



Conflicts occur due to our various beliefs as well as doubts within us

conflicts occur as a result of diversity in thoughts



Not respecting others mutually is the cause for conflicts

Conflicts are created for getting resources and spreading ones power



Yes, children, your ideas are very important. Let's see how to define a conflict.



Defining conflicts

“A situation in which people, group or countries are involved in a serious disagreement or argument”

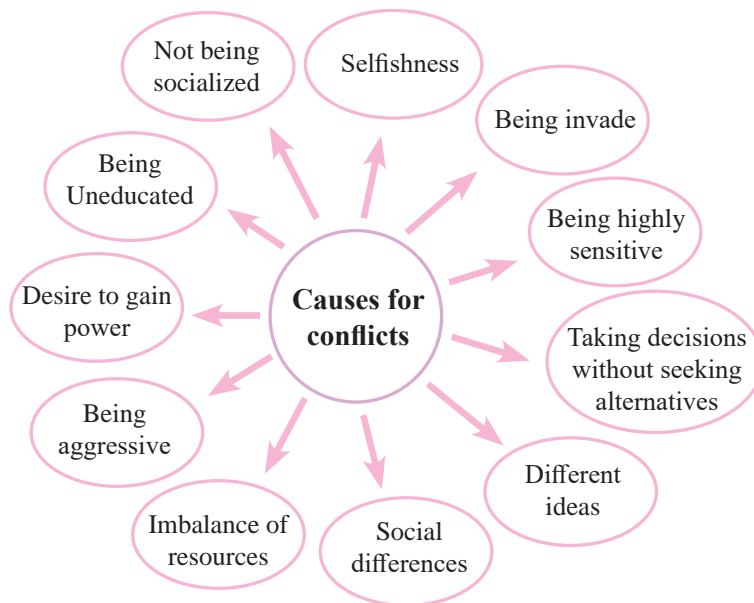
Oxford dictionary

It is clear that a conflict occurs in various forms such as riot, quarrel, disagreement, argument, hitting or war.

Everybody has to face various types of conflicts in day to day life. Conflicts can occur within a person, among friends, relatives and neighbours. There can be conflicts among ethnic groups, political parties as well as religious groups. As a result of resolving conflicts in a positive manner, there can be new ideas, new creations and new relations.

If the conflicts are not resolved at the beginning, it will lead to a harmful condition. In fact it is important to resolve conflicts at the beginning otherwise it may destroy valuable human lives as well as the properties.

5.1 Causes for conflicts



Activity 5.1



- Remind an instance where you had to face a conflict. Line up the reasons for that one by one.
- Write preventive steps that could have been taken to resolve that conflict.

Parties involved in conflicts

- Within one self
- Between two people
- Within a family
- Among neighbours (among people/families/groups of people)
- Within one State or between two States
- Among many States

Various conflicts

Conflicts in the country can be categorized according to the nature of them.

Examples -

- **Conflicts based on politics**

Conflicts related to boundaries can be cited as examples. There are conflicts between India and Kashmir for a long time.



- **Conflicts based on economy**

These conflicts are created due to many economic reasons such as obtaining resources, poverty, capturing the market or broadening market. The conflict between Iraq and Kuwait for mineral oil can be cited as examples.

- **Conflict based on society**

Conflicts created due to various opinion among people/group of people/among countries/religious groups or racial groups are some examples.

Activity 5.2



Write an article to a newspaper about the danger of the conflicts of the world to the human society.

5.2 Issues arising in conflict resolution

There can be various issues when resolving conflicts. Some examples are given below:

- Rigidity
- Stick to one's opinion
- Stick to one's solution
- Not seeking alternatives
- No involvement of all the parties in conflict resolution
- Thinking of winning by defeating others
- One party is trying to win ignoring the opinion and needs of the other parties

The major issue of conflict resolution is the rigidity of both parties involved in the conflict. The story given below tells us such situation:

Amindu and kavindu are Grade 9 students. They are classmates. Teacher wanted to appoint a monitor. Both Amindu and Kavindu wanted to be the monitor. But the teacher said that only one could be the monitor the other could be the vice. But both of them wanted to get the leadership and they stuck to that opinion. As a result teacher was unable to appoint a monitor.

Major obstacle for conflict resolution is that they stick to one opinion. The story given below proves that:

Sandakirani and Prabashvara are siblings. One day there was a conflict situation over a TV programme. One liked to watch a cartoon and the other liked to watch a cricket match. Both tried to watch their programme at once. There, a conflict occurred. Father resolved the conflict at the end.

Conflicts occur at different levels as parties that involved in conflicts stick to one option,

Another cause for conflicts is that they do not seek alternatives, they will be able to solve the problems easily.

- Watching programmes in different periods
- Watching programmes a week after week
- Watching programmes using the internet
- Watching another programme during that time

Activity 5.3



Select a country or a party that leads to conflicts. Study it and discuss the obstacles of conflict resolution.

Qualities needed for conflict resolution

- | | |
|------------------------------------|-----------------------------------|
| ● Patience | ● Respecting other's views |
| ● Active listening | ● Generosity |
| ● Kindness | ● Unbiased nature |
| ● Friendliness | ● Respecting every body |
| ● Ability to make decisions | ● Fair judgement |
| ● Expressive ability | ● Respecting rights |
| ● Controlling emotions | ● Fulfilling duties |

Suitable methods of conflict resolution

There are many accepted methods of conflict resolution. Some examples are given below:

Discussion

The most simple method of conflict resolution is discussion. Conflict resolution is done by the parties involved through discussions. There, the both parties can succeed in coming to “win – win” solution.

Involvement

Involvement is used to assist two persons or two groups or two countries to settle a conflict when the discussion method is failed. This is a peaceful process. Persons who are accepted by both parties or external parties can be used for this purpose.

Situations where involvement can be used:

- Family conflicts
- Among groups of students
- Among ethnic groups
- Among countries

Mediation

Mediation can be introduced as another method of resolving a conflict of disagreement. Conciliation is done by a board consists of mediators. The main feature of mediation is that both the parties leading towards discussion to resolve their conflicts. The Mediation Boards have been established by the Ministry of Justice for Mediation.

Examples for some conflicts that can be resolved by Mediation Boards are given below;

- Family conflicts
- Minor offences
- Conflicts among groups of people

Inquiry

Inquiry is a judiciary process. The parties involved in the conflict are advised to come to a settlement at first and if it fails, the conflict is settled by a legal inquiry. The verdict of the judiciary is final and the loser can appeal to a higher court of law.

Counselling

Counseling is directing towards conflict resolution by giving advice and guiding, while providing facilities in various ways. Here making two parties aware of benefits of positive conflict resolution and the consequences of conflicts, and directing them to mitigate the conflicts are done.

Activity 5.4



Observe how Mediation Board in your area resolves a conflict. Then prepare a short report on conflict resolution.

5.3 Advantages of positive conflict resolution

The members brings up in such environment also exhibit unrest and violence. Therefore, resolving family conflicts then and there results peace at home as well as in the society.

Many countries and social groups conflicts each other nationally and internationally due to racial, religious, civil wars etc. It is important to resolve conflicts positively avoiding loss of life and property and being refugees.

Establishment of peace

Some advantages of positive conflict resolution are given below:

- **Establishment of peace** - Whenever a conflict occurs, peace breaks. When a conflict occurs in mind, internal peace breaks. In the some way that the conflicts occur between two people, among people, in the family among different people in the society break peace. Resolving conflicts in a positive manner establishes peace. In fact positive conflict resolution is essential for the establishment of peace. This is important for oneself personally as well as for the society commonly.
- **Personal and social development** - Conflicts always bring personal and social deterioration of development. In fact positive conflict resolution causes for personal and social development.
- **Political stability** - Generally conflicts damage the political stability of a country. The state of political instability has severe negative impact on a country. In fact positive conflict resolution causes for political stability.
- **Minimizing waste of resources** - Large amount of resources waste due to conflicts. There is a waste of physical, human resources and time. Hence it is very important to have positive conflict resolution for minimizing or avoiding wastage of resources.

Some more advantages of positive conflict resolution are given below. Discuss these factors with the teacher.

- Confidence building
- Minimizing mental stress
- Safeguard personal respect
- Building friendliness
- Developing social relations
- Developing cultural integrity
- Protection of human rights specially child rights and women rights
- Avoiding damages of lives/ property
- Widening of international relations
- Increasing the arrival of investors

Consequences of not resolving conflicts positively

As not resolving conflicts positively, there is a negative impact on people as well as society. Consequences of not solving conflicts using win - win method are given below:

- Mental stress
- Being unpopular
- Having mutual suspicion and distrust
- Breaking down social relations
- Increasing unnecessary problems and expenditure
- Destruction of resources
- Breaking down in peace

Widen your knowledge by discussing the above factors with your teacher, friends and elders.

Positive conflict resolution is equally important for all the parties involved. Advantages of positive conflict resolution can be considered as common factors for everybody. At the same time the consequences of not resolving conflicts positively can have negative impact on all the parties. In fact the parties involved should do positive conflict resolution honestly and dedicatedly. By now you have understood the impact on personal development as well as social development. Positive conflict resolution causes for social peace and harmony not only that it helps to develop social co-existence, reconciliation, brotherhood and freedom. By means of that, the way is paved for the entire social peace. Children, let's forget all the disagreements and stand for peace. That is our duty today.

Summary



- Conflicts occur within one self among people, groups and among countries.
- Conflicts occur due to various reasons and they develop.
- Conflicts are categorized basically based on the roots of conflicts as political, economic and social conflicts.
- In conflict resolution, there are a lot of challenges. Facing challenges bravely resulted successful conflict resolution.
- In conflict resolution, an individual must develop a large number of attributes, personally as well as socially.
- Some examples of effective conflict resolution methods are discussion, mediation and counseling.
- Positive conflict resolution paves the way for peace as well as it is beneficial for the person and the society.
- Consequences of not resolving conflicts positively have to be faced by everybody and it causes for the breaking of peace, co-existence, reconciliation equity and sustainable peace of the society.