

Conflict mediation techniques essay



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Conflict is described as disharmony between antithetical or incompatible persons, interests or ideas. When conflict occurs in an institution, the normal way of handling things within the organization is hindered until the conflict is resolved. With such it is important to know which method will best solve the conflict to restore the normalcy. According to Lansford (2008) negotiation is one of the best methods of resolving conflict. Negotiation is described as communication that is purposed in getting a joint decision that is acceptable by the parties in conflict.

Dyer et al. (2013) illustrates that before negotiation occurs, the negotiation venue has to be arranged and organized well. Ideally, the venue must be physically pleasant and comfortable with comfortable chairs and lighting. After the venue has been organized the parties in conflict must then enter into the negotiation table. In keeping with Lansford (2008) there are two steps that are observed in the negotiation table. The first step is letting the concerned parties air their concerns without being interrupted by the other party. After the airing the grievances and agreement should be designed by the presiding negotiator. The presiding negotiator must then ask the parties in conflict to summarize the other's position. This summary must be framed in such a way that both parties understand each others position but they should not necessarily agree with each other's position.

After this stage, the presiding negotiator must frame the process as joint endeavor in looking for a solution. In this regard both parties must be availed an opportunity to brainstorm on the available options and the presiding negotiator must coach the process. In keeping with Lansford (2008) after this stage, the presiding negotiator must assess all the possibilities; identify what is acceptable and common to the parties in conflict. In essence, negotiation

involves compromise, and both parties must give up something in order to acquire something else with similar value from the other party (Dyer et. al, 2013).

When a consensus is reached, the presiding negotiator must backtrack and summarize, check out everything with both parties and confirm that the agreement has been accepted by both parties. To test the party's congruence methods like voice tonality, words and body language might be used to confirm that both parties have been satisfied with the agreement. It is also advisable to draft the agreement resolution recommendations where both parties must sign and keep a copy of the same (Lansford, 2008).

References

- Dyer, W., Dyer, J. & Dyer, W. (2013). Team building proven strategies for improving team Performance. San Francisco: Jossey-Bass.
- Lansford, T. (2008). Conflict resolution. Detroit: Greenhaven Press.