**Conflict Management**

The following textbook is recommended for this course:

Martin, J.M. (2022). *Conflict Management.*Ginninderra Press. ISBN:9781761092091

**Activity One(1)**

**Instructions:**

1. Read the case scenario below, and answer all of the 10 questions that follow
2. Answer each question as clearly and succinctly as possible. The length of each answer is limited to 250 words.

**Scenario:**

***Father and mother deeply disagree with each other about how to react when their two-year-old baby makes too much noise inside their apartment. The father believes that his child has to learn how to behave, and that this learning process has to begin as early as possible. Moreover, he prefers to have peace and quiet during his free time, as his job is a very tiring one. The mother feels that you cannot constantly stop a two-year-old child from playing or crying, because it will frustrate the child too much and harm its development.***

**Questions:**

1. Provide a brief analysis of the causes of this conflict. Include some comments on the needs and interest of each party to the conflict.
2. Identify factors, including contextual and interpersonal dynamics, that could potentially worsen this conflict.
3. What form(s) of mediation would be effective in resolving this conflict – and why? What competencies would a mediator of this conflict need possess?
4. Highlight at least 2 theories that could be used to understand and resolve this conflict. Justify your choice of these theories.
5. How does theory help us to understand and resolve conflict situations? How do should we apply theory – or what considerations are important when we apply theory to conflict situations?
6. Reflect on the problem-defining process in conflict resolution. Why is problem-defining important – and do you think all steps recommended for this process are necessary?
7. Describe the problem-solving steps you would follow to resolve the conflict presented in the case scenario. Comment on the importance of each of these steps. Finally, suggest what an effective resolution of this conflict would look like.
8. “Conflict is productive and has the potential to positively transform relationships”. Critically respond to this statement.
9. Reflect on a conflict you have dealt with in your personal life. What do you think you did right or did wrong during that conflict? Apply concepts learnt in this course throughout your reflection.
10. How is conflict management relevant (or applicable) to social and community services work? Give at least 3 examples of situations in which you could apply conflict management to this work.

**Activity Two (2); Reflection on Role-play Mediation Process**

**Objective:** Students to watch and critically analyse a video showing a conflict mediation process

**Instructions**: Watch the video showing a conflict mediation process then answer the following questions:

**Link to video:** https://www.youtube.com/watch?v=4Uzbpj1UCEY

* What are the underlying causes of the conflict between Trevor and Sue? (Think of all factors that have contributed to the emergence of this conflict)
* How effective is the mediator in resolving this conflict? (Outline the conflict mediation process applied by the mediator. Identify the steps followed in the mediation process and reflect on how effective each of these steps is).
* Apply at least 3 theories you learned in this course to explain (a) how/why this conflict has developed (b) behaviors (including body language) displayed during the conflict or its mediation and (c) the conflict mediation process itself.
* Finally, summarise (a) what Sue and Trevor have learned by the end of the conflict mediation process and (b) what you have learned about conflict or mediation after watching this video.

**Marking Criteria for Activity 2:**

The assessment will be marked in accordance with the following criteria:

* A clear and succinct discussion of key factors contributing to the emergence of the conflict, as shown in the role play
* An accurate analysis of the steps followed in the mediation process and a well-reasoned evaluation of the effectiveness of each of these steps.
* The ability to apply at least 3 theories learned in the course to (a) an explanation of why/how the conflict develops (b) behaviors (including body language) displayed during the conflict or its resolution and (c) the conflict mediation process itself
* Clear summaries of what Trevor and Sue appear to have learned by the end of the mediation process and what you have learned about conflict mediation after watching the video
* A coherent and cohesive writing style.
* Good observance of APA 7 referencing conventions.
* At least 3 academic references