**Conflict Management**

The following textbook is recommended for this course:

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

**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