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This major Handbook comprises cutting-edge essays from leading scholars in the field of Conflict Analysis and Resolution (CAR). The volume provides a comprehensive overview of the core concepts, theories, approaches, processes, and intervention designs in the field. The central theme is the value of multidisciplinary approaches to the analysis and resolution of conflicts. This consists of moving from the study of analytical approaches to understanding the deep-rooted causes of conflict, to third-party intervention approaches to preventing or ending violence, and to resolving and transforming conflict. The book is divided into four main parts: Part I: Core Concepts and Theories Part II: Core Approaches Part III: Core Practices Part IV: Alternative Voices and Complex Intervention Designs The Handbook of Conflict Analysis and Resolution is a benchmark publication with major importance both for current research and for the future of the field. It will be essential reading for all students of conflict resolution, peace and conflict studies, and International Relations in general, as well as to practitioners in the field. Part 1: Core Concepts and Theories 1. The Role of Identity in Conflict 2. Encountering Nationalism: The Contribution of Peace Studies and Conflict Resolution 3. Gender Relations and Conflict Transformation Among Refugee Women 4. Causation as a Core Concept in Conflict Analysis 5. The Challenge of Operationalizing Key Concepts in Conflict Resolution Theory in International and Subnational Conflicts 6. The Enemy and the Innocent of Violent Conflicts 7. Identity Conflicts: Models of Dynamics and Early Warning 8. Generativity-Based Conflict: Maturing Micro Foundations for Conflict Theory Part 2: Core Approaches: Conceptual and Methodological 9. Human Agonists: Interdisciplinary Inquiry into Ontological Agency and Human Conflict 10. 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The Perception of Economic Assistance in Northern Ireland and Its Role in the Peace Process 35. Conflict Resolution in An Age of Empire: New Challenges to an Emerging Field Conclusions Conclusion: Revisiting the CAR Field. Epilogue: Implications for Theory, Research, Practice and Teaching Dennis J. D. Sandole is Professor of Conflict Resolution and International Relations at the Institute for Conflict Analysis and Resolution, George Mason University, USA. Sean Byrne is Professor of Peace and Conflict Studies and Founding Director of the Arthur V. Mauro Centre for Peace and Justice, St. Paul's College, University of Manitoba, Canada. Ingrid Sandole-Staroste is Adjunct Professor in the Department of Sociology, Global Affairs and Women's Studies Programs at George Mason University, USA. Jessica Senehi is Assistant Professor of Peace and Conflict Studies and Associate Director of the Arthur V. Mauro Centre for Peace and Justice, St. Paul's College, University of Manitoba, Canada. This major Handbook comprises cutting-edge essays from leading scholars in the field of Conflict Analysis and Resolution (CAR). The volume provides a comprehensive overview of the core concepts, theories, approaches, processes, and intervention designs in the field. The central theme is the value of multidisciplinary approaches to the analysis and resolution of conflicts. This consists of moving from the study of analytical approaches to understanding the deep-rooted causes of conflict, to third-party intervention approaches to preventing or ending violence, and to resolving and transforming conflict. The book is divided into four main parts: Part I: Core Concepts and Theories Part II: Core Approaches Part III: Core Practices Part IV: Alternative Voices and Complex Intervention Designs The Handbook of Conflict Analysis and Resolution is a benchmark publication with major importance both for current research and for the future of the field. It will be essential reading for all students of conflict resolution, peace and conflict studies, and International Relations in general, as well as to practitioners in the field. Progress at your own speedOptional upgrade available Uncertainty, Randomness and Disorder are some of the most common and integral part of our lives. Human beings like to feel important and don't want to be neglected / offended and are concerned about their value in the eyes of the world. Wise and learned persons have proclaimed that in this world, Envy, Greed, Arrogance, Fascination, Anger, Fear and Over-confidence, all these seven traits are the main reason of causing conflict in any work undertaken. Facing conflict actually builds trust because the fear associated with conflict is often due to not knowing how the other person will respond in a situation. Just like anything, the more you do it, the better you become. However, if not handled with maturity and sensibility, conflict alienates people and gets in the way of creativity and productivity. Understanding various aspects of Conflict. Why conflict resolution is so important in difficult and challenging situations. How to assess self and situation? (Self-awareness and Values) Understanding Emotional Intelligence, its assessment and skills to improve emotional intelligence and its effective application. Communication techniques for suitable application. Application of motivational techniques leading to a desirable behaviour/situation. Module 1 : Understanding the importance of Conflict Management and techniques of conflict resolution. Positive and negative aspects of Conflict. Concern for others and concern for self. Module 2: Situational awareness, which requires Self-awareness as well as Emotional Intelligence as the key in understanding people, situations, and Interpersonal relationship. Knowing your emotions and knowing emotions of others Emotion management skills to balance emotions. Module 3 : Communication is a process by which two or more people exchange ideas, facts, feelings, information in ways that each gains a common understanding of the meaning, intent and use of messages. Understanding the role of Communication in handling people and situations Its effective usage for conflict resolution. Module 4 : Understanding the benefits of Motivation in Conflict Resolution. Puts human resources into action, Improves level of efficiency of employees Leads to achievement of organisational goals. Leads to stability of work force and builds friendly relationships Module 5: Negotiation for Conflict Resolution Situational Analysis and Case Studies Managing conflict between different departments in the workplace typically involves establishing better communication and promoting collaboration. Conflict inevitably occurs when two different groups have competing goals. Early intervention prevents minor arguments from escalating into a major problem. Any disagreement that disrupts the flow of work, impacts productivity or threatens employees needs attention. The first step in conflict resolution involves accurately assessing the situation. Before you attempt to mitigate the situation, conduct interviews with representatives in each department to establish the facts. Get each side to acknowledge a problem exists. By recognizing that each other's concerns are important, you can help the departments work together and start the resolution process. By aligning all departmental strategic objectives to the goals set for the company as a whole, you can avoid many interdepartmental conflicts. For example, two departments may compete for the same resources, such as employees, materials and funding. If one department's actions don't support executive leadership's directives, encourage the department to re-evaluate its policies. To have a lasting effect, you need to recognize that people have emotional responses to workplace issues. Discourage emotional outbursts and attempt to face the problem head on. Focus on the problems, not the individuals in the department. Attempt to resolve personality conflicts separately from departmental or organizational disagreements. Establish meeting guidelines and get participants to agree to adhere to these rules. By allowing everyone a chance to speak, permitting people to ask questions and encouraging an open dialog, you allow people from each department to understand other perspectives. Encourage participants to listen, paraphrase to indicate they know what was heard and focus on the fundamental issues. Promote teamwork and collaboration. After you resolve the immediate crisis, take steps to foster better operations by running team-building activities, such as off-site meetings, events or parties, to help people in different departments recognize the value each person has in contributing to achieving the company's strategic goals. Designate one person to act as a facilitator in meetings, ideally a person from a neutral department. That person should review the information presented by each department, propose options and make a recommendation. Don't delay making a decision. Keeping the departments in limbo prevents work from progressing. Communicate the decision by giving details about why the ruling makes sense and get commitment from each department to abide by the decision. For example, if one department requires the use of a conference room on an ongoing basis to conduct customer focus groups, publish the schedule and explain the reasons for dedicating the room to that department. At most companies, meetings with customers take priority over internal meetings, and once people in the other department recognize the benefits of improving revenue generation, they tend to accept allowances made to other departments, even if it represents an inconvenience to their own operations.



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