

Module 3: Mental Training
Topic 3 Content: Resolution Conflict Notes

Introduction



Conflict Resolution.

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Conflict Resolution



Throughout your life, you will face conflicts, either with someone else or within yourself. There are several methods to resolve conflicts.

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Negotiation, Mediation, and Arbitration



Negotiation, mediation, and arbitration are techniques used to resolve conflicts. All of these forms of resolution begin with an agreement.

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Negotiation



Negotiation is a conflict-resolution skill that involves an open dialogue between all parties involved in a conflict. The participants attempt to reach a compromise by talking, listening, and making a plan to work together to solve the issue. One or more of the parties may suggest a resolution and then other parties can agree to parts or all of the proposed solution.

When you are involved in a negotiation, it is important to remind yourself that the point of the negotiation is to reach an agreement, not to prove who is “right” or “wrong.”

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Mediation



In mediation, a trained person meets with all of the parties involved in a conflict and attempts to help resolve the conflict as a non-partial participant. A mediator makes sure that all parties in a conflict have the opportunity to communicate their feelings about the issue and then makes sure that negotiations proceed in an organized manner. Participation in mediation is voluntary, which means that the parties in the conflict choose whether or not they are legally bound to the agreed-upon resolution. The mediator helps the parties to find middle ground in the conflict.

Many schools and companies make mediators available, and your school may even have a peer mediator available. A peer mediator allows you to work with someone your own age who may have been in a similar situation. If your school does not have a peer-mediation program, you can ask a teacher or school counselor to mediate a conflict.

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Arbitration



Arbitration is a method of legal resolution that takes place away from a courtroom. The parties involved in the conflict agree to abide by the decision of a selected arbitrator who reviews the case hears arguments from all of the parties involved. Then, the arbitrator makes a decision to which the parties are legally bound to follow. In arbitration, the arbitrator may not find a “middle ground” as a resolution. Instead, he or she may decide that one party is more justified than another.

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Regardless of which method you decide to use in resolving a conflict, it's important to remember that the best resolution to any problem is to come to a peaceful agreement without violence or bullying. Through negotiation, mediation, or arbitration, all parties in a conflict can express their opinions and ideas and reach a solution.