

THE DYNAMICS OF CONFLICT

Department of Political Science and Public
Administration

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INTRODUCTION

- Meyer (2019) argue that all individuals have two perspectives on conflict.
 - We perceive it as natural, inevitable, necessary, and normal, and claim that the problem is not the existence of conflict but how we handle it.
 - We also are reluctant to admit that we are in the midst of conflict.
- It appears that admitting that we are in conflict is admitting a failure as well as the existence of a situation we consider to be hopeless.
- For instance, parents will assure their children that the wild argument they are having is not a conflict, but just a “discussion”. Organizations are also eager to hire corporate trainers, but they are shy to seek help with resolving internal conflicts.



NATURE OF CONFLICT

- Individual perspectives on conflict determine, to a great extent, the attitude and approach in managing conflict.
- Understanding the nature of conflict is central to conflict resolution and management.
- We all approach conflicts with certain assumptions about its nature.
- In order to improve our response and management of conflicts, our assumptions about conflict need to be challenged, so as to better understand conflict, and handle them effectively and in accordance with the values of peace.
- *Cognitive* (perception), *emotional* (feeling), and *behavioral* (action) are a three-dimensional perspective that help us better understand the complexities and dynamics of conflict.



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