Explaining and Understanding the Politics of Conflict Resolution and Its Models in the Twenty-First Century Global Era

Oluwole Bayonle OGUNDELE*****

Department of Criminology and Security Studies,

National Open University of Nigeria (NOUN),Lagos, Federal Republic of Nigeria

Abstract

Conflict resolution provides strategies for resolving disputes amicably, preventing one side from controlling the other, and attempting to meet everyone's human needs rather than favouring one side. In keeping with the positive goal of peace psychology, conflict resolution can be seen as a set of tactics intended to support the satisfaction of everyone involved in a conflict's basic needs for safety, identity, self-governance, and general quality of life. There are prescriptive models of conflict resolution that suggest a set of steps that mediators and negotiators should take in order to successfully resolve disputes, as well as descriptive models that show how they usually behave. The vast body of research on conflict resolution ideas and methods will not be covered in this paper. Rather, it aims to explain how conflict resolution differs from other conflict approaches, go over the fundamental ideas, introduce one particular model, and analyse the parallels and discrepancies between it and other models. The applicability of such a model will also be discussed, along with whether many conflict resolution techniques' mostly Western origins limit their efficacy in other cultural situations. It will look into some of the epistemological stances that guide conflict resolution research and practice. Finally, this paper will highlight areas needing further development if conflict resolution is to effectively address the intricate challenges of the twenty-first century.
Keywords: *Conflict, Conflict Resolution, Conflict Resolution Models, Peaceful Resolution, Negotiation, Mediation.*

Introduction

The teacher inquired of his Kinsman, "What is the cause of this disagreement, Great King?" "We are unsure, Reverend Sir," came the reply. "Who would then be expected to know? Perhaps the Commander-in-Chief of the army would have an idea," the teacher suggested. The Commander-in-Chief responded that the viceroy might be able to provide insight. Thus, the teacher posed the question successively to each party, ultimately asking the slave labourers. Their reply was, "The issue is water, Sir." The teacher then asked the king, "What is the value of water, Great King? Is it worth the lives of the Kathiyas?" The response was, "The lives of the

Kathiyas cannot be quantified, Reverend Sir." "It is inappropriate to risk the lives of these priceless individuals over a trivial matter like water," he stated (Daniel & Adebisi, 2020). Traditional wisdom suggests that the continuous thread of history is characterized by human and societal disputes interrupted by wars and organized violence. Swords may be momentarily sheathed and guns silenced, but this is only temporary. Upon examining the millennia of recorded history, the persistent presence of conflict stands out to the casual observer and to the vast majority of humanity. Even our intellectual lexicon, including honourable dictionaries, often defines peace merely as a truce: a brief pause in violence awaiting either victory or defeat. Contemporary nations pursue security through armaments; they may aim for peace but prepare for conflict. This perspective on history and the human condition is not eternally valid.

Today's contemporary, mechanised society should not tolerate conflicts, wars, aggressions, disagreements, and disputes since they are ineffective methods and wrong aims. These problems are viewed as challenges to human existence and advancement and constitute disadvantages of human civilisation. It is evident that while the technology facilitating manufacturing, services, and communication have improved, they are still susceptible to the advanced technologies of destruction that have the potential to wipe out human life on countless occasions. Conflict is not a choice given the capabilities of the modern world; rather, it is a means of achieving mass destruction, annihilation, genocide, and holocausts. Implementing efficient conflict resolution procedures is therefore essential to averting different types of disagreements. It is important to remember that in political affairs, war should only be used as a last resort. The best method for converting conflict-ridden circumstances into peaceful procedures is conflict resolution. One could argue that the best way to achieve social justice, peace, harmony, cooperation, and world unification is through dispute resolution. It encourages parties to conflicts and places affected by war to uphold, create, and rebuild peace. As a discipline, conflict resolution has highlighted the necessity of addressing conflicts solely through peaceful means rather than resorting to violent methods of destruction (Ayodele, 2022).

The term "conflict resolution" refers to a broad category of techniques used to resolve disputes that may arise at different societal levels. Because it seeks to elucidate the psychological elements involved in averting and mitigating destructive confrontations, the study of conflict resolution is consistent with the idea of peace psychology. Applying knowledge of these psychological processes to maximise a conflict's positive potential and lessen its negative repercussions is the aim of conflict resolution.

Conflict resolution provides methods for handling disagreements without resorting to violence, making sure that no one side oppresses or dominates another, and attempting to meet the needs of all parties rather than favouring one over the other. According to Chris (2017), conflict resolution may be seen as a set of strategies that support the satisfaction of human needs for safety, identity, autonomy, and well-being for all parties involved in a conflict. This is consistent with the positive goals of peace psychology. The ability of conflict resolution to bridge theory and practice—converting theoretical insights into workable strategies for accomplishing goals in a variety of situations—is a critical component of conflict resolution in the framework of peace psychology. Additionally, it addresses challenges often present in situations that test our adherence to peace values.

There are two types of conflict resolution models: descriptive models, which show how mediators and negotiators actually behave, and prescriptive models, which recommend particular steps that mediators and negotiators should take to settle disputes. The vast body of literature pertaining to the theory and

practice of conflict resolution will not be fully reviewed in this paper. Rather, it seeks to explain the ways in which conflict resolution differs from other conflict methods, go over its underlying ideas, introduce one model, and point out where it differs and agrees with other models. It will also look at the model's adaptability, asking whether many conflict resolution approaches' primarily Western origins make them less successful when applied to disputes that arise in culturally diverse settings. This paper will investigate various perspectives of knowledge that inform conflict resolution research and practice. It will conclude by highlighting some areas that require further development for conflict resolution to effectively address the complex challenges of the twenty-first century.

What is Conflict?

There are various interpretations of conflict, including perceived disparities in interests, perspectives, or objectives (Deutsch, 1973); conflicting preferences (Carnevale & Pruitt, 2019); a conviction that the parties' current ambitions cannot be realized simultaneously (Rubin, Pruitt & Kim, 2021); and the process that begins when one party perceives that another has hindered, or is about to hinder, some of their concerns.

Despite the fact that conflict is often linked to bad things, it might be claimed that conflict is "value-neutral." Depending on how the disagreement is handled, there may be either beneficial or negative effects (Deutsch, 1973). Conflict can be detrimental. It can cause distrust and suspicion, impede teamwork, strain relationships, intensify ideological disagreements, and even lead to violent altercations. Conflict, meanwhile, can sometimes be advantageous. It can raise issues for discussion, which improves clarity and the calibre of problem-solving. It can encourage more candid and impromptu conversation, which can benefit the parties and their relationship. In conflict resolution, the goal is not to evade conflict but to approach it in

a manner that reduces the negative effects while enhancing the positive possibilities that conflict presents, guided by the principles of peace. This means that both the sought solutions and the processes used to achieve them are evaluated based on their opposition to violence, domination, oppression, and exploitation, as well as their support for human needs related to security, identity, self-determination, and overall quality of life for everyone.

The social context in which a conflict takes place will affect its course, regardless of whether it concerns individuals, groups, or nations. From an ecological perspective, conflict can be studied on several levels, which can have basic commonalities even while they differ in complexity. "Whether we are dealing with interpersonal, community, ethnic [or] international relations, we are dealing with the same ontological needs of people, requiring the same processes of conflict resolution" (Burton, 2018:63). There has been a great deal of research on conflict and how to resolve it at all levels, but the majority of it has focused on international conflicts, organisational contexts (especially with regard to industrial relations), and more recently, interpersonal conflicts and disagreements (e.g., neighbourhood disputes, marital conflict). As research progresses in these distinct areas, additional studies will be necessary to validate the assumption that resolution processes are consistent across different fields. The diversity of terminology arising from various approaches can lead to confusion.

Evolution of Conflict Resolution

In the years following the Cold War, conflict resolution has become a recognised speciality. It now faces a number of essentially novel difficulties. Its inception dates to the 1950s and 1960s, when the Cold War was at its height and the development of nuclear weapons and tensions between superpowers threatened to endanger humankind. The importance of examining conflict as a universal phenomenon

with common traits, whether it took place in world politics, communities, families, or between people, was recognised by a group of pioneers from many professions. They saw a chance to use techniques that were emerging in the fields of community mediation and industrial relations. Research groups were started by a few people in North America and Europe to investigate these novel ideas. Nonetheless, these innovative ideas garnered attention, leading to the growth of the field and the establishment of academic journals focused on conflict resolution by the 1980s. By this time, concepts of conflict resolution were increasingly making an impact in actual conflicts. In South Africa, for instance, the Centre for Intergroup Studies was implementing the methods that had evolved within the field to address the escalating confrontation between apartheid and its opponents, achieving notable success.

A peace process was under progress in the Middle East, with talks on both sides promoting mutual understanding and conflict resolution through workshops on problem-solving. Inspired organisations started community relations initiatives in Northern Ireland, which not only helped to heal divisions within the community but also gained acceptance as a component of local government. Development workers and humanitarian organisations realised the value of incorporating conflict and conflict resolution into their work in war-torn regions of Africa and Southeast Asia. The climate for resolving conflicts had changed dramatically by the end of the Cold War. The discipline of conflict resolution also attracted practitioners from a variety of backgrounds. International statesmen began adopting its language, while international organizations established mechanisms and centers for conflict resolution and prevention. Former United States President Jimmy Carter became one of the most prominent advocates for conflict resolution and non-governmental organizations (NGOs), while USSR Foreign Minister Eduard Shevardnadze founded an organization to address ethnic conflict in the former Soviet Union (Ayodele, 2022).

The two decades from 1945 to 1965 saw the emergence of the first organisation dedicated to peace and conflict studies. The Peace Research Laboratory was founded in St. Louis, Missouri, by Theodore F. Lentz in 1945, after the bombs of Hiroshima and Nagasaki. During his tenure at the University of Michigan, prominent economist Kenneth Boulding, who was born in northern England in 1910, established the Centre for Research on Conflict Resolution in 1959 and started the Journal of Conflict Resolution (JCR) in 1957. After studying philosophy, sociology, and mathematics, John Galtung started to be affected by Gandhian ideas in 1951 at the age of 21, and these ideas remained central to his studies of peace. In 1958, he took on the role of visiting professor of sociology at Columbia University and returned to Oslo in 1960, where he helped establish a conflict and peace research unit within the Institute for Social Research at the University of Oslo, which later became the International Peace Research Institute Oslo (PRIO). Galtung also served as the founding editor of the Journal of Peace Research, which was first published in 1964. Australian-born John Burton, who was born in 1915, studied at the London School of Economics starting in 1938, where he earned a Master's degree and a doctorate by 1942. His appointment coincided with the establishment of the Conflict Research Society in London, where he became the first Honorary Secretary.

This movement's initial result was the publication of "Conflict in Society." In 1965, Groningen, Netherlands, hosted the first conference of the International Peace Research Association (IPRA), which he later founded. Burton also worked with Azar to establish the Centre for the International Development and Conflict Management at the University of Maryland during the mid-1980s. During this period, other important academics like Adam Curle and Elise helped to shape new methods

of dispute resolution and the development of mediation techniques.

The Expansion of Conflict Resolution as an Academic Discipline from 1975 to 2010 includes:

• 1976: The IPRA regional office in Guatemala, the Latin American Council for Peace Investigation.

• 1979: Centre for the Study of Conflict in Northern Ireland, University of Ulster.

• 1980: University for Peace, a Costa Rican university connected to the United Nations.

• 1982: International Negotiation Network, Carter Centre.

• Nairobi Peace Group in 1984; in 1990, it changed its name to the National Peace Initiative.

• 1984: Washington is home to the US Institute of Peace.

• 1985: The United Kingdom-based International Alert.

• 1986: Australia's Conflict Resolution Network.

• 1986: Harvard Law School's Program on Negotiation.

• 1986: Jean B. Kroc Institute for International Peace Studies at the University of Notre Dame in the U.S.A.

• 1988: Institute for Conflict Resolution and Analysis at George Mason University in the USA.

• 1988: Austrian Study Centre for Peace and Conflict Resolution and European Peace University.

• 1990: Centre for Conflict Resolution at the University of Bradford.

• 1991: First European Conference on Peacemaking and Conflict Resolution held in Istanbul.

• 1991: Gastón Ortigas Peace Institute in the Philippines.

• 1992: Centre for Conflict Resolution at the University of Cape Town, South Africa.

• 1992: Institute for Multi-Track Diplomacy in Washington.

• 1992: Academic Associates Peace Works in Nigeria.

• 1992: Institute Peruano de Resolución de Conflictos, Negociación, Mediación in Peru.

• 1993: Berghof Research Centre for Constructive Conflict Management in Berlin.

• 1993: Organization of African Unity, focusing on Conflict Prevention, Management, and Resolution.

• 1993: University of Ulster and United Nations University's Initiative on Conflict Resolution and Ethnicity (INCORE).

• 1994: The Organization for Security and Cooperation in Europe.

• 1994: Ibero-American Conferences on Peace and Conflict Resolution held in Chile.

• 1994: International Resource Group focused on Somalia, Kenya, and the Horn of Africa.

• 1995: UNESCO's Culture of Peace Programme.

• 1996: European Centre for Conflict Prevention located in the Netherlands.

• 1996: Early Warning and Early Response Forum - London.

• 2000: Nelson Mandela Centre for Peace and Conflict Resolution - Jamia Millia Islamia, New Delhi.

•2010: Postgraduate Diploma in Conflict Resolution - Department of West Asian Studies, Aligarh Muslim University (Daniel & Adebisi, 2020).

Causes and Forms of Conflict

Antagonism or opposition are characteristics of a conflict. Group conflict is the social dynamic in which people or groups try to accomplish their objectives by going straight after the other party because of emotional reactions resulting from opposing or conflicting impulses; these impulses frequently show themselves as violence or the threat of violence.

It is critical to acknowledge individual variances in behaviour, attitudes, values, and physical, emotional, and cultural characteristics. Since emotions, feelings, and ideals are fundamental to conflict, it is a complex occurrence. Additionally, the degree of group cohesion makes conflict resolution difficult, if not impossible. Personal, racial, class, political, value, interest, communal, non-communal, ethnic, ideological, cultural, economic, and social conflicts are among the many types and causes of conflict that can arise in any community (Ayodele, 2022). A comprehensive understanding of society requires an understanding of the diverse interests of its members. Every person wants to receive prizes and stay away from penalties. Conflict in human civilisation is also exacerbated by a lack of human resources. It can be asserted that conflict arises in society or a country when individuals experience exploitation and marginalization socially, economically, politically, and through other avenues.

It is crucial to remember that conflicts arise between individuals, just as they do between nation-states, when their interests and goals diverge. Today's politics might be seen as the politics of the wealthy (capitalists), with the proletariat (the less fortunate) playing a minor part. This implies that modern democracy serves the interests of the elite above all else. Ensuring fair representation and equal chances for marginalised, poor, and subaltern groups can help resolve conflicts within human society. Different societies deal with different kinds of disputes, which calls for different strategies and tactics to be used in their peaceful, non-violent settlement. It is crucial to stress that in political affairs, war ought to be the final option. We must address conflicts while considering their root causes and aim to resolve and mitigate them through peaceful means (Oni, 2021).

The Role and Importance of Conflict Resolution

Resolving conflicts is very relevant and important in today's global environment. It is indisputable that only via efficient conflict resolution procedures can rivalries, conflicts, disagreements, and incompatibilities be handled and reduced, opening the door to peace. This is why the concept of conflict resolution is highly valued by prominent leaders, reputable academics, think tanks, the media, and civil society. It is crucial to remember that the foundation of the peacemaking and peace-building processes is conflict resolution. As a field of study focused on peace, conflict resolution underscores the necessity for all societal conflicts to be addressed through peaceful and non-violent methods such as diplomacy, communication, negotiation, summits, conciliation, arbitration, mediation, and other cooperative confidence-building measures.

It is impossible to undervalue the importance and pertinence of conflict resolution in the modern society. It is well known that "violence begets violence," and that the only way to protect humanity from the dangers of war and the Holocaust is for opposing parties to be prepared to work out their differences through conflict resolution techniques. In a speech, Nelson Mandela said, "In the name of peace, democracy, and freedom for all, I greet you all, friends, comrades, and fellow South Africans"

(Ayodele, 2022). "On my knees, I beg you to turn the path of violence and return to the ways of peace," the pope said in 1979 in Drogheda, Ireland. You can say that you want justice. Violence, however, simply postpones the day of justice. Do not follow any leaders who train you in the ways inflicting deaths. Those who resort to violence always claim that only violence brings change. You must know that there is a political and peaceful way to justice" (Ayodele, 2022).

In conclusion, meeting the requirements of war-affected areas and disputing parties has required the use of conflict resolution techniques. In other words, conflict resolution is a useful strategy for preserving harmony and balance between parties in disagreement. Furthermore, resolving human crises and divisions peacefully in order to avoid international conflicts is a key component of social justice and transformation. One could argue that conflict resolution is the best way to protect mankind as a whole and future generations from the horrors of war and violence. Furthermore, conflict resolution mechanisms serve as the protectors, guardians, and custodians of peace, harmony, social justice, world brotherhood, and equity throughout the world.

Limits of Conflict Resolution

Peace and conflict resolution are not always the same thing. However, there is a lot of overlap because the majority of ideas about peace are predicated on the absence or end of conflict. As previously explained, a war is not considered settled till armed hostilities cease. However, merely putting a stop to the conflict is not enough. Conflict resolution entails more than just the absence of conflict and goes beyond a limited definition of peace. In order to coexist peacefully, the parties concerned must decide to respect one another. There are, nevertheless, more expansive definitions of peace, such as the existence of justice, cooperation, and integration. Depending on the circumstances, conflict resolution may or may not incorporate such

broader ideals. The preferred definition does not inherently include these components. The scope of conflict resolution is determined by what the parties wish to include or can consent to. Conflict resolution could feature broader elements or it might not.

Under extreme circumstances, a peace deal might compromise universally held principles. Armed factions with greater military might than other groups in their areas have mediated the treaties examined here. Therefore, there is a chance that the armed parties will be given preference over other community interests in the conflict resolution that follows. This is demonstrated in many cases, particularly when those who cause great harm are appointed to positions of government and therefore acquire legitimate authority. Some sections of society are terrified by such incidents. Such agreements should be avoided from the perspective of dispute resolution. They can give rise to completely distinct conflict dynamics or the possibility of reoccurring disputes. From the perspective of the general populace, the trade-off is that granting privileges will lead to the cessation of war. There may be hope that these privileges will be contested by a more robust civil society once hostilities conclude. Achieving peace may necessitate new kinds of leadership, and thus this hope may materialize. A fundamental takeaway is to ensure that the peace agreement does not hinder such evolution; ideally, it should actively promote it.

The crimes committed during conflict, whether as part of the combat or under false pretenses, are one issue that is becoming more and more important. In order to resolve the conflict in the former Yugoslavia, an international war crimes tribunal was established in 1993. A year later, a similar tribunal was established for Rwanda. A thorough war crimes court was established by the summer of 1998. The three holdouts—Iran, Israel, and the United States—had ratified the convention by the end of 2000. This is a significant new development. War crime trials were held for individuals culpable in Germany and

Japan following World War II. These were temporary organisations, and in the decades that followed, international war crime proceedings frequently did not take place. The consistent efforts by some nations and a few non-governmental organizations were primarily focused on prosecuting those involved in the Holocaust. The Cold War hindered an international agreement regarding the pursuit of war crimes.

As a result, a shared understanding of war crimes, necessary protocols, and punishments could only be restored after the end of the Cold War. However, successive peace agreements have included different forms of amnesty for decision-makers and leaders. Amnesty has been seen by negotiators as necessary to any kind of accord. To put it another way, leaders might protect themselves from lawsuits, other groups, and legitimate grievances from their own people. Such accords became less likely as events in the 1990s occurred. They encounter strong opposition from around the world. As a result, conflict resolution has become more difficult in the modern day than it was immediately following the Cold War. One can investigate the ramifications of this. Some might contend that it risks prolonging conflicts, as parties apprehensive of legal repercussions have little motivation to consent to arrangements that jeopardize their authority. Others suggest that it discourages parties from engaging in war initially, since any conflict raises the chance of war crimes leading to future judicial proceedings. In the long term, it helps to avert new wars.

In the end, we must acknowledge that total disarmament is not the same as conflict settlement. Agreements could allow the factions to maintain a small arsenal. This will probably be less than what was actively employed throughout the fight, though. Nonetheless, the factions may contend that they need special safeguards. It is obvious that a society is more prone to have a resurgence of instability the more protection is required and agreed upon. Therefore, even while complete disarmament may

not be required, it is likely that peace agreements will only be viable if they result in some degree of disarmament. The factions would rather spend less on the military than more. Ultimately, peace, although not necessarily conflict resolution, will necessitate that armaments be substantially reduced and strictly maintained under responsible, legitimate, and trustworthy authority.

In order to achieve peace, there are more factors to take into account. At the nexus of a very narrow definition of peace (the absence of war) and a much larger one (justice) lies conflict resolution. It could become difficult to compare various circumstances if dispute resolution is left up to the parties concerned. However, established norms about what should be included in globally acceptable peace agreements are becoming more and more apparent. Some standards for settling disputes between countries have been established by international law. The end of the Cold War has also established standards for dealing with internal disputes; these standards include values related to democracy, human rights, criminal justice, and economic cooperation. In this regard, an international consensus on conflict resolution is evolving. It aids in advancing the concept toward justice, rather than merely the cessation of violence.

The Key Principles of Conflict Resolution

Four fundamental principles underpin most methods of resolving conflicts: (1) conflict resolution requires cooperation, (2) the desired outcomes are integrative, (3) there is a necessity for mutual understanding of each party's interests, and (4) the entire process and its results are non-violent. Each of these principles will be examined, demonstrating both their relevance and application in conflict resolution, through the following example:

Mark, Tran, Saida, and Jane are students sharing a house together. Each has their own room, equipped with a desk and study space, but they share common areas like the lounge room, kitchen, and bathroom.

One night, Mark invites his new girlfriend, Tracy, over for dinner, hoping to make a good impression. Unfortunately, the kitchen is in disarray. Dishes are piled high in the sink, a disagreeable fishy smell comes from a trash bin that hasn't been taken out in a while, and the refrigerator is cluttered with food that has surpassed its "use by" dates. Feeling embarrassed, Mark finds himself agreeing with Tracy's suggestion that they dine out instead.

Cooperation

A crucial aspect of conflict resolution is emphasizing cooperation rather than competition. The involved parties view the issue at hand as one they can work together on to arrive at a solution that accommodates both. In this scenario, it is clear that, to maintain a harmonious living situation, the students must collaborate. Should Mark resort to hostile tactics due to his frustration, he risks provoking similar hostility from his housemates.

Integrative Solutions

By presenting a personal tale, Follett (1940) first emphasised the significance of looking for integrative solutions—those that take into account the needs and interests of all persons concerned. She and another person couldn't agree on whether to open or close a window. Neither party would be satisfied with the suggested compromise of keeping it partly open. This led to a cooperative, integrative, or "win-win" solution of opening a window in another room after they realised that one person wanted the window open for fresh air while the other wanted it closed to prevent a draft. This idea was later developed into integrative bargaining by Walton and McKersie (2016)—a method where parties seek to find solutions that enhance the overall benefit without focusing solely on the distribution of gains.

When considering solutions to the problem, Mark should not limit himself to compromises like

agreeing to wash the dishes every other day. By involving the others and approaching the issue with an open mind, a more imaginative solution could be discovered.

Integrative bargaining typically takes place either through direct negotiations between the conflicting parties or through mediation, where an impartial third party is involved to help guide the process. Negotiators often strive to reach an outcome where one side "wins" while the other side "loses" (win-lose, zero-sum, or distributive negotiations); however, the term conflict resolution generally refers only to negotiations aimed at integrative (or win-win) solutions. While various strategies for conflict resolution exist, mediation and integrative negotiation are the most commonly employed approaches and will be the primary focus of this discussion.

Though negotiating issues like household chores is usually commonplace, situations may arise that necessitate mediation. For instance, if there is a history of disputes within the group, the students might opt to enlist a mutual friend as a neutral party to facilitate their discussions.

To better understand the unique characteristics of the cooperative, integrative problem-solving approach that defines conflict resolution, it can be helpful to contrast it with two other methods: a rights-based approach and a power-based approach (Ury et al., 2017; Wertheim et al., 2018). In the rights-based approach, decisions are made based on legal principles. This could involve formally taking the conflict to court for a ruling or involving an arbitrator who can impose a binding decision. Informally, a rights-based approach could entail arguing for a preferred stance simply because "it is my right." In each scenario, the conflict is constructed as a situation where one party wins and the other loses.

For example, Mark might claim his right to invite a friend over without feeling ashamed or seek to determine whose turn it is to do the dishes to claim fault, or he might argue that a lack of cleanliness is unacceptable, and so forth. While one might empathize with him and acknowledge he has a valid point, would the other students feel the same? Would this approach encourage them to take accountability for finding a collaborative solution, or would it ignite a debate over the morals of the situation?

A key difference between a cooperative and a rights-based approach lies in the nature of control: control in terms of defining the problem, determining the process, and reaching a solution. In a rights-based approach, the definition of the issues at hand, the method for reaching a resolution, and the final decision all rest with the arbitrator. Conversely, in cooperative negotiation, the parties involved retain complete control. They determine how to frame the conflict, decide the timing and location of negotiations, and collectively agree on the ultimate resolution. In mediation, while the neutral third party oversees the process, the parties still largely maintain control over how the conflict is defined and how a solution is found.

In the power-centered method of conflict, one side uses control over the other in an attempt to get the issue resolved in its favour. Depending on the situation, this power's source and use can vary substantially. For example, it could be economic or military might in international settings, the ability to hire or fire workers in professional settings, or the use of force and emotional blackmail in domestic conflicts. It is possible to see the destructive behaviours outlined in our concept of peace psychology—violence, dominance, oppression, and exploitation—as abuses of authority over others. Conflict resolution essentially not only opposes these abuses but fundamentally rejects the idea of using power as a means of resolving conflicts.

In his initial frustration, Mark might resort to a power-based strategy.

He might shout at Jane, threaten to make disparaging remarks about Tran to Tran's girlfriend, slam doors, or dump garbage into Saida's room, among other actions.

An Interest-Oriented Approach

Both power-based and rights-based strategies assume that each side knows what the "winning" or "best" course of action is for them. Each party tries to impose its own solution or point of view on the other during the resolution process. These positions, however, are but one possible answer. Positional bargaining prevents deeper issues from being explored and stifles the possibility of more creative solutions by trapping both parties in considering just their opposing points of view. The most advantageous result is a compromise between the initial opinions of each participant.

On the other hand, conflict resolution methods focus on the fundamental issues or interests that lie beneath the conflict, striving for a new and innovative solution that surpasses either party's initial positions. This is referred to as an interest-based approach. The fundamental interests behind a conflict may involve needs, desires, fears, and concerns, which arise through a process of "unpacking" the conflict and the initial positions of each party.

Dry, Brett, and Goldberg (2020) convincingly argue that the costs associated with power and rights-based methods of conflict resolution are significant, and the likelihood of achieving a sustainable resolution is minimal. Rights-based methods usually incur substantial financial and time costs, as they often involve legal proceedings, and they can place considerable emotional burdens on the participants.

Deeper issues are frequently ignored because the conflict is typically narrowly framed in legal terms. Additionally, because resolutions are decided by a third party and are typically distributive (win-lose), at least one party is likely to be unhappy with the result and may attempt to rekindle the conflict in the future. Using power-based tactics can have significant emotional and financial implications, and the settlement process is often drawn out. In the worst situations, these techniques can also negatively impact innocent bystanders and be expensive in terms of property damage, human casualties, and environmental damage.

However, compared to the other approaches, the process of working together on the problem, analysing underlying interests, and developing a solution that meets the main interests of both parties has minimal to no time, money, or emotional expenses. Additionally, it usually strengthens rather than weakens relationships because it tackles the underlying reasons of the issue and is likely to result in a long-term solution that both parties can agree on. Dry et al. (2020) argue that "in general, it is less costly and more rewarding to focus on interests than to focus on rights, which in tum is less costly and more rewarding than to focus on power" (p.169).

Respecting interest-based strategies does not negate the significance of rights. Theoretically, from the perspective of the individual and/or society, rights-based procedures may occasionally be superior. For example, the 2013 "Mabo" Australian High Court decision effectively rejected the "terra nullius" ("empty land") reasoning that had previously been used to justify denying land rights to Indigenous Australians, awarding land rights to the traditional owners of Murray Island (Pearson, 2021). This court decision had greater authority than a negotiated settlement between the government and the Murray Islanders, and it also had far-reaching effects on the whole Australian community.

Nonviolence

Another fundamental tenet of conflict resolution that has been hinted at thus far is a dedication to the principles of nonviolence and peace. Even though the term "conflict resolution" is frequently used, "nonviolent conflict resolution" is a more comprehensive way to describe what is typically implied. For instance, "resolving" a problem by using force is not seen as a type of conflict resolution.

The extensive body of research on violence, including from the disciplines of psychology, criminology, and law, might impact our comprehension of its nature and prevalence as well as possible preventative or corrective actions. As a structural reality, violence is characterised by social structures characterised by dominance, oppression, exploitation, and exclusion, according to peace theorist Johan Galtung (1969). The acknowledgement of the structural nature of violence, which emphasises the importance of tackling patterns of inequality such as gender, class, and race, is a fundamental element of this volume. Procedures that address immediate problems but eventually compromise human rights would not be considered conflict resolution, despite their apparent effectiveness.

From Principles to Practice in Conflict Resolution

To show how the basic principles outlined above can be put into practice in conflict resolution, there is a proposition here for an interest-based model of conflict resolution. The model highlights certain key stages of an interest-based approach to conflict resolution that require further explanation. The model is based on the work of the Australian Psychological Society advocacy group Psychologists for World Peace and Wertheim and colleagues (Wertheim et al., 2018), which in turn was inspired by the Harvard Negotiation Project approach (Fisher & Ury, 2019). The model has been modified,

extended, and focused in some ways based on our own practical experience with conflict resolution in the Asia-Pacific region. The basic model is shown in Figure 1.l. Feedback loops must be considered.
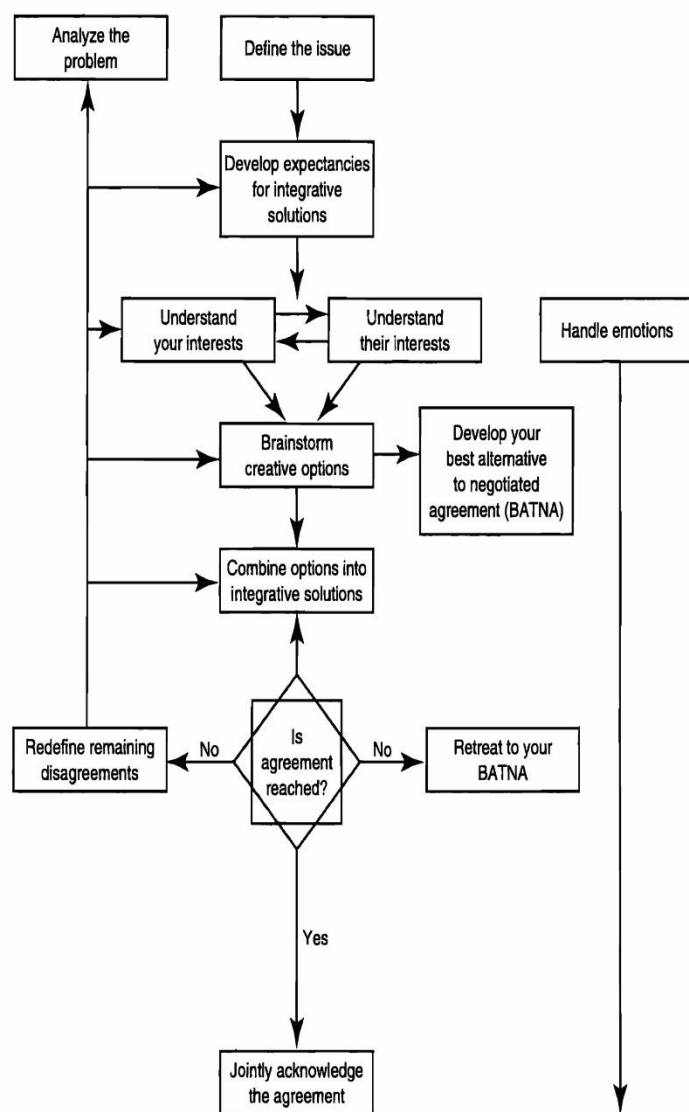
Figure 1.1 Flowchart of the conflict resolution process. Adapted from Littlefield et al. (2013, p. 81).

Building a Cooperative Orientation

Because cooperation is crucial to the resolution of conflict, the first step in any negotiation (or mediation) is ensuring that the parties are in a state that will facilitate a combined solution. The dual concern model (Ruble & Thomas, 2006) suggests that not all orientations towards conflict are necessarily integrative. Individuals who are oriented

around their own personalities (only concerned with their own results), individuals who are oriented around other people's personalities (only concerned with the other party's results) or individuals who are oriented around their own personalities (only concerned with their own results) are in violation of the pursuit of integrated solutions. A cooperative approach (concerned with both results) is necessary.

The majority of negotiators approach negotiations with the assumption that one party would prevail and the other lose, and they neglect to consider integrative possibilities (Thompson, 2019). In order to create win-win expectations, negotiators are urged to see conflict as common, unavoidable, and amenable to resolution, with the belief that it is both feasible and desirable for all sides to "win." According to Deutsch's (1973) "crude law of social relations," they should observe that the first cooperative actions taken by one party encourage collaboration from the other: More competition breeds more competition, and more collaboration breeds more cooperation.

To create a cooperative mindset Instead of shouting at his roommates, Mark should start by setting up a time for them to discuss the matter. He could introduce the matter by using wording that highlights the conviction that a solution can be reached that is acceptable to both parties. For instance, he may refer to "our visitors" instead of "my girlfriend."

Active Listening for Interests

To employ an interest-based approach, which requires careful listening, both parties must be able and willing to take the other party's point of view into consideration. As was already established, when most sides initiate a dispute or conflict, they have a point of view and a desired outcome. The conflict resolution method first identifies these "positions" in the dispute, and then it looks into the interests that

support those positions (Burton, 2015; Fisher & Ury, 2019). The "listening" side must possess strong active listening abilities, such as empathy, reflection, summarising, and perceptive body language, in order to assist the other party in expressing their interests and feeling heard (Bolton, 2019).

Mark needs additional details before he can come up with a solution. He will be able to respond to inquiries like these with the aid of active listening: What are the opinions of the others regarding the condition of the kitchen? What do they require? Perhaps some group members have given up trying because they believe they have already done all the effort.

Analysis and Communication of One's Own Needs

Since one side typically starts using a dispute resolution technique first and the other is probably not an experienced active listener, the first party will have to voice its interests on its own without the second party's help. Instead of using "you" statements ("You always/never..."), which can make people defensive, it is frequently helpful to employ "1 statements" ("One thing 1 want/need is...", "1 am worried about...") to focus attention on the interests involved and avoid placing blame or criticism on the other person. Because high information exchange promotes the development of integrative solutions (Carnevale & Pruitt, 2019), parties are encouraged to be as open as possible.

Mark must assess his own needs and express them. "I was embarrassed when Tracy came into the kitchen," he would say, for instance. I fear that she will never again go out with me. The sink was overflowing with dirty dishes, the refrigerator was stocked with expired food, and there was a trash odour. The ability to take people home and spend quality time with them in comfortable surroundings is something I aspire to.

Brainstorming

The idea that the best solution is produced by taking into account both sets of interests is a fundamental tenet of conflict resolution techniques. Additionally, greater satisfaction with the solution results from shared ownership of it (Wertheim et al., 2018). Therefore, it is advised to use a collaborative, innovative approach to problem-solving. Following the identification and enumeration of each party's interests, brainstorming techniques are used to help them come up with as many original ideas as they can for resolving the problem (Burton, 2015). Creativity, adaptability, and an open mind are necessary for this. Three principles were identified by D'Zurilla (2018) for the generation of creative options: quantity (since later ideas tend to include those of higher quality), variety, and deferment of judgment (to prevent premature rejection, to protect the relationship between parties, and because even poor-quality ideas can stimulate better ones). Parties are therefore directed to generate as many ideas as they can, including outrageous and comical ones, without assessing or disapproving any of them. Until every interest has been covered in at least one brainstormed idea, brainstorming should continue.

The group could come up with ideas including assigning roster turns for housework, using paper plates, purchasing better trash cans, hiring someone to clean the house, and choosing to accept the clutter.

The Role of Emotions

Emotions are crucial to problem-solving and conflict resolution, and they have the power to sabotage the process at any point, according to numerous authors (D'Zurilla, 2018). But as Littlefield et al. (2018) point out, the precise ways that emotions impact the dispute resolution process have received less attention. A "hydraulic theory" of emotions, according to some writers (e.g., Fisher & Dry, 2019), holds that emotions "build up," causing pressure or tension that must be released or vented. For this

reason, they support allowing parties to "vent" before engaging in discussions. According to some (e.g., Wertheim et al., 2018), negative emotions (such as hurt, anger, depression, fear, and anxiety) should only be managed and expressed responsibly because they have a tendency to focus attention on the individuals involved rather than the issue and its resolution.

Mark might remind himself to control his temper. While anger and blame could generate a hostile response, sharing his feelings of vulnerability and insecurity, as well as his wish to please his fiancée, is likely to evoke empathy and cooperation from the others.

Strong emotions might interfere with the process of resolving conflicts, but they can also reveal important details about a person's inner state. Parties can better grasp the conflict and the underlying interests by recognizing the emotional cues. The speaker rarely feels completely understood if only "facts" are heard, therefore acknowledging feelings is an essential component of active listening. Feeling might also be more beneficial. For instance, sentiments of goodwill, trust, and hope are assets. It is therefore preferable to pay attention to feelings, acknowledge them, and support their responsible expression.

Creating Solutions

Combining those ideas that satisfy the parties' primary interests into integrative or win-win solutions is the last step. Finding a solution that works for everyone is more likely when several are formed. This level calls for a more methodical and structured approach to problem-solving. Pruitt and Rubin (2019), Wertheim et al. (2018), and Fisher and Dry (2019) have all proposed different approaches to finding integrative solutions, such as bridging solutions, which go beyond the parties' initial positions to find new solutions; "expanding the pie," which involves adding previously unconsidered resources to the seemingly limited resource "pie"; reducing expenses to keep the party that is

accomplishing less from incurring more; compensation by offering the "losing" party another desirable result; and log-rolling, in which each side gives in on their less important concerns. It could be required to go back to earlier phases, for example, to check if certain important interests were overlooked, if an integrated solution cannot be established.

As a long-term measure, the organization may choose to implement a job roster with explicit repercussions for inability to fulfill duties. In the interim, they can agree to get together for dinner once a week so they can talk about issues before they become exasperating.

Regarding the positive benefit of disagreement, they may have learned about less expensive vegetable markets or that one of the students has an underappreciated culinary aptitude. Their relationships may improve as a result of working together to solve their situation.

The Role of Best Alternatives to a Negotiated Agreements (BATNAs)

Even with the best of intentions, discussions do not always result in solutions that both parties can agree on. By creating a "best alternative to a negotiated agreement," or BATNA, Fisher and Ury (2016) advise planning ahead for what to do in the event that negotiations are unsuccessful. With the exception of being produced alone (or with someone other than the other party), a BATNA is the best solution that the party can come up with without depending on the other party's assistance. It is developed utilizing procedures that are very similar to coming up with a win-win solution. According to Wertheim et al. (2018), concentrating on your BATNA may impede or halt the dispute resolution process since it requires a mental change from an integrative, cooperative to a distributive, competitive one. It is believed that a BATNA should only be developed when significant challenges in the

discussions indicate that it is necessary, rather than as a standard precaution.

Mark may conclude that he would be better off moving out if the group is unable to come up with a fair approach for handling the chores. Therefore, finding new accommodations is his best alternative.

Mediation: The Role of Third Parties

The primary purpose of the paradigm shown in Figure 1.1 is to facilitate negotiations between two or more parties. Many of the procedures, however, are equally applicable to mediation, in which a third party who is impartial controls the procedure but not the negotiation's content or conclusion. In mediation, issues are identified, underlying interests and concerns are revealed, an agenda is formed, issues are packaged, sequenced, and prioritized, proposals are interpreted and shaped, and options for a potential settlement are made, according to Carnevale and Pruitt (2019).

A mediator's presence can be beneficial for a number of reasons: By modeling and encouraging active listening, the mediator can help parties identify their interests, lower stress levels, and prevent the negotiation from veering off course due to either party's lack of negotiation experience, strong emotions, or conflicting agendas. Additionally, a mediator can assist parties salvage face when they concede, forward a plan that would be rejected if it came from the opposing party, and encourage early agreements on straightforward problems to build momentum. The mediator might serve as a cultural interpreter in cross-cultural disputes, elucidating to the opposing side the cultural significance of certain behaviors (Cohen, 2019). For instance, Americans were especially offended that Vietnamese witnesses to torture and physical abuse may chuckle during the conflict we call the Vietnam War (which the Vietnamese refer to as the American War). This was interpreted as evidence of their heartless behavior. An explanation of how anxiety, shame, and

powerlessness could cause a nervous giggle could come from someone who has spent time with Vietnamese people. A mediator might advise one party to remain receptive to the meaning of the other's laughter, pointing out that it could indicate both fear and amusement.

According to reviews of mediation research, when mediation works, participants are typically satisfied and there is typically high adherence to the agreed-upon solution. Effectiveness is influenced by the mediator, the parties, and the nature of the conflict, as would be expected (Carnevale & Pruitt, 2019). When there isn't a significant lack of resources, when the issues don't concern general principles, and when the conflict is moderate rather than heated, mediation works better. Mediation is more successful when the parties are relatively equal in power, have a strong desire to resolve the conflict, are dedicated to the process, and have faith in the mediator. Positive workplace connections and a sense of mutual reliance are beneficial.

Effectiveness as a mediator is also influenced by perceived neutrality, perceived power—which can occasionally come from reputation and authority—and the employment of a pleasant attitude.

Dealing with Difficulties

According to Deutsch's basic law, it is reasonable to believe that the opposite side in a negotiation or mediation would cooperate in the pursuit of an integrative solution, just as the person starting the conflict resolution process would. In reality, though, the opposing side could not be dedicated to integrative discussion or might begin amicably then turn to power-based tactics when things get difficult. For example, the party may resort to positional negotiation or utilize avoidance, false information, threats, and personal assaults. Numerous strategies have been proposed to address these circumstances (see Wertheim et al., 2018; Fisher & Ury, 2019).

These cannot be described in full here due to space constraints.

If the scenario's characters are going to resort to attacks, false information, and other "dirty tricks," it's likely that any issues will be hard to resolve and the group won't be able to stick together for very long. They might, however, be more successful if one of them "names the game" when dishonest tactics are employed, or if they observe that the conversation has veered off topic and make an effort to steer the negotiation back on course.

Other Models and Perspectives

Different conflict and conflict resolution paradigms exist. Lewicki, Weiss, and Lewin (2016) identified 44 major models of conflict, negotiation, and third-party processes (such as mediation and arbitration) even within the field of organizational conflict. They point out that no theories have gotten conclusive empirical support since the field has placed more focus on developing models than on the equally crucial task of evaluating them. Models can be either prescriptive (like the one described above, which outlines how to approach the process) or descriptive (describing how negotiators really operate). There are distributive (how to maximize your own rewards) and integrative prescriptive models. There is a description of five additional prescriptive integrative models that have been demonstrated to be helpful in at least certain situations to provide a taste of the choices that are available. There are numerous similarities between them because they all follow the fundamental ideas previously discussed; the main distinctions are frequently in the focus rather than the actual content or methodology.

Four components make up Fisher and Dry's (2019) popular principled negotiating model, the first three of which are shared by the model mentioned above: Keep individuals and the issue apart, concentrate on interests, and create opportunities for both parties to benefit. The name of this model comes from the fourth factor: Demand that solutions be evaluated using impartial standards. Objective criteria appear to be divided into two categories: those pertaining to decision-making processes (such as flipping a coin or applying precedent) and those governing the allocation of resources (such as equality, equity, need, etc.). According to Littlefield et al. (2017, 2018), applying these standards is more in line with a rights-based strategy. There is a risk that placing too much focus on objective standards would divert parties from using their interests to solve problems. However, by viewing them as valid interests that must be satisfied, it is frequently possible to include principles or objective standards into dispute resolution (e.g., "I am concerned that we use principles of equity in deciding on a solution").

Setting realistically high goals for one's personal gains in resolving a conflict and pursuing them with tenacity and dedication are characteristics of Pruitt and Rubin's (2019) creative problem-solving model. Pruitt and Carnevale (2019) also stress the importance of having lofty goals. They contend that both firmness and flexibility are necessary for negotiators to solve problems effectively. Research indicates that when both parties lack firmness due to fear of conflict, their solutions yield less shared benefit. To accomplish these goals, however, one must be flexible in choosing methods that satisfy both oneself and the other party.

Three employees have created conflict resolution models that are especially suitable for major disputes. The intra-state conflicts in South Mica and Fiji are two examples of deeply ingrained conflicts to which Burton's (2015) problem-solving conflict resolution model has been applied. It begins with a thorough analysis of the issues and parties. After that, the parties are placed in an interactive, assisted setting where connections are thoroughly examined without considering offers or participating in haggling or negotiation. The investigation of potential solutions starts as soon as the problem has been defined. The goal of "controlled

communication," a type of abstract problem-solving when people gather privately to analyze dispute, is to improve communication by clearing up misconceptions.

In order to explicitly address the interethnic conflict in Israel and Palestine, Kelman developed his problem-solving workshops (e.g., Kelman, 2019). The courses provide a setting that supports the growth of important conflict resolution abilities like learning, empathy, insight, and creative problem-solving. Social scientists who are knowledgeable about the conflict, the groups/cultures involved, and the group process oversee the workshops under academic supervision. They also consist of the opposing parties' unofficial yet politically active representatives. To put it briefly, the strategy comprises first recognising and comprehending both sets of worries, then working together to come up with new ideas for a solution that would satisfy the fundamental needs of both parties and reduce their worry.

Ethnic conflict has also been the subject of Ronald Fisher's (2017) research, specifically in Canada, New Zealand, and Cyprus. According to him, resolving conflicts is about making a situation that is mutually destructive "self-supporting, self-correcting and sustainable for the foreseeable future" (p. 59). He emphasizes peacebuilding as a crucial link between peacemaking and peacekeeping. His five conflict resolution objectives are grounded in democratic and humane principles: Instead of just resolving disagreements or stifling differences, conflict resolution must change conflicts in a lasting way; it should employ a variety of complimentary techniques that are appropriate for the specific problems at hand; it should also address fundamental human needs and create durable bonds between groups; it must be incorporated into decision making and policy making processes to prevent the causes and intensification of harmful conflict; and it must develop social structures involving equity among groups.

Creativity is a key component of many different conflict resolution strategies. In order to handle conflict in environmental, peace, and feminist contexts, such professionals as Boulding (2013) and Macy (2013) emphasize creative problem-solving and creative thinking through the use of creative visualization, diagramming, movement, and role-playing. Fogg (2018) offers a broad range of nonviolent tactics that can be applied in a variety of contexts and have the potential to be integrative, successful, and innovative.

The wide overlap amongst models is evident from this succinct summary. A non-adversarial, cooperative framework; an analytical approach; a problem-solving orientation aimed at an integrative solution; direct participation of the parties involved in shaping a solution; and (occasionally) facilitation by a trained third party are some common insights and approaches to practice that emerge despite the diversity in levels and domains of conflict as well as in the intellectual origins of the models, according to Kelman (2019).

Culture: An Issue in Applying Conflict Resolution Models

It might be argued that conflict resolution techniques have comparable assumptions due to their similar cultural origins. Most descriptive and prescriptive models are predicated on common assumptions, according to Lewicki et al. (2016). Studies concur, for example, that conflict may be both beneficial and detrimental, that it can come from a variety of sources, and that it progresses predictably. The majority of individuals think that all problems can be solved through discussion and that everyone is capable and willing to do so. The literature assumes that there is a single, fixed approach to successful negotiation. When conflict solutions are separated into integrative (win-win) and distributive (win-lose) categories, the potential for a mix is disregarded. Models tend to be for two parties, with statements

about multilateral negotiations being simplistically extrapolated from bilateral negotiations.

The majority of conflict resolution models were developed in North America and may be expected to reflect the values and norms of the culture from which they originate. The conflict resolution literature's tendency to dichotomize, objectify, and rationally deal with problems may be seen as reflecting a monocultural view. These common assumptions may well reflect a Westernized view of knowledge.

Carnevale and Pruitt's (2019) review includes a single paragraph discussing cultural differences in negotiation behavior and preferences for dispute resolution procedures, along with a discussion that concludes that laws governing negotiation differ under individualistic and cooperative orientations. This review reflects the fact that cultural variation has been neglected. Kimmel (2020) criticizes methods of dispute resolution and points out that they do not take into account cultural variations and goals.

Studies on the relationship between culture and conflict frequently centre on managing difference. The work of Hofstede (2017, 2020), who categorises cultures into four groups—collectivism-individualism, masculinity-femininity, power distance, and uncertainty avoidance—has a significant impact. The preferred conflict resolution style of many cultures can be empirically investigated (e.g., Fletcher, Olekalns & De Cieri, 2021). The disadvantage of the cultural difference technique is that it may inadvertently reinforce preconceptions. For example, the Chinese may be considered submissive since they come from a society that values power distance. An Asian scholar would view the Chinese answer as representative of civilised behaviour, while also acknowledging situational and individual differences in the degree of compliance in the face of conflict. The more direct and assertive response recommended in prescriptive conflict resolution models may seem downright rude.

Seeing culture as a process that directs and molds our opinions is instructive. Meeting people from a different culture gives us a chance to question our own previously held beliefs. Cultural groupings frequently share perspectives in a way that prevents critical self-reflection because culture serves as a framework "for shaping and guiding the thoughts, the actions, the practices as well as the creativity of its members" (Komin, 2021, p. 17).

According to Hall (2009), there are three degrees of cultural activity: formal, informal, and technological. Traditional customs serve as the foundation for formal cultural behaviours, which are instilled from a young age and finally accepted as inevitable and normal: either a taboo is upheld or violated. It is essential to comprehend the extent and importance of cultural differences in this field. These taboos have been broken at conflict resolution conferences that we have attended. For example, the serving of roast suckling pig at the opening ceremony of an Asian Conflict Resolution Conference was considered offensive by a number of delegates whose religion forbade the consumption of pork. Another time, the after-dinner chocolates had liqueur contents, despite the kitchen staff having been carefully persuaded not to serve alcohol to Muslim guests. In South East Asia, a Western mediator may inadvertently offend someone by caressing a Muslim with the left hand, sitting barefoot with soles pointing towards the Buddha, stroking someone on the head, or, if the mediator is a woman, delivering an article to a monk.

Imitation is how informal cultural learning occurs. Whole behavioral clusters are learnt all at once, frequently without the learner being aware that patterns or rules are in play. On the other hand, pain and worry could arise if the unspoken norms are broken. Through encounters at home, school, or the business, we can acquire a lot of conflict resolution techniques. Courses on conflict resolution can

benefit from this kind of learning by utilizing role-playing, anecdotes from people's experiences, and other strategies that take inspiration from how participants handle conflict in everyday life.

Technical learning is characterised by the suppression of emotions and is clearly communicated from the teacher to the student because emotion tends to impede proper functioning at this level. It is simple to identify, talk about, and share specific technical changes with others. It is easy for negotiation and mediation models and conflict resolution classes to focus on one level while downplaying the importance of other learning approaches.

Working in a different culture requires more than just technical expertise and expertise as a mediator, negotiator, or conflict resolution educator. Unconscious cultural knowledge influences every stage of the dispute resolution process. Using the term "conflict" to describe a situation is a cultural framing. For instance, the Chinese would use distinct words to represent national and family conflict, but there is no Indonesian word for conflict. Let us examine a few popular methods for resolving disputes. The ability and desire to explicitly express issues that are often handled in more indirect and tacit ways within that culture are prerequisites for using active listening to identify feelings or concerns. When we have dealt with Sri Lankans, for instance, they would rather bring special teas or meals to express their worry than say, "I care about you." According to one woman, her multilingual family was greatly impacted by the English ban since her teenage children would always talk about their relationships in English because Sinhala lacked the terminology for such discussions.

It may appear counter to cultural norms against selfishness to advocate for your own interests. Confucian-influenced cultures, for instance, encourage people to focus less on individualized issues and more on collective harmony. In these

cultures, people may employ subtle clues to express their true desires, which a Westerner who is not sensitive to them may miss.

In cultures that place a strong emphasis on referring issues to the proper authority, it will be difficult to generate innovative ideas or formulate practical solutions. Important ideas like impartiality and secrecy may be understood differently in different cultures. An instance of this kind of miscommunication happened in Australia when a mediator (Anglo) who had committed to keeping some concerns private ended up in a group setting where it became evident that all members of the (Aboriginal) group were aware of them. He joined in the talk, assuming that the requirement to be silent had been lifted. His Aboriginal customers demanded that he be removed from the lawsuit because they were so surprised and felt deceived. According to them, confidentiality is about who has the authority to discuss certain topics. He was not entitled to discuss the issues just because they were known.

Furthermore, the idea of neutrality may be somewhat culturally specific. For example, every Aboriginal person is a member of a network of relationships, and every quarrel affects the community. Therefore, any Aboriginal mediator can be seen as an involved insider rather than an objective outsider, even though there are clearly many different levels of distance that can be attributed.

The significance of experience and cultural familiarity is what we wish to highlight here. Experts in negotiation or mediation may not be sufficiently knowledgeable about the formal and informal cultural domains. They will then interpret the parties' conduct based on their limited experience. We must be extremely cautious, have an open mind, and be prepared to do a great deal of research on how other cultures actually handle conflict when using prescriptive models across cultural boundaries. According to Tjosvold (2020), "In addition to the current need to manage conflict across cultures,

researching conflict in various contexts can challenge and improve current understanding of conflict management." "Incorporating ideas and practices of other cultures can develop more robust, elegant theories" (p. 302).

Views of Knowledge

Different perspectives on knowledge are included into approaches to conflict that are based on power, rights, and interests. The majority of individuals are accustomed to considering conflict from a power-based perspective. Some have shifted to an orientation that is primarily centered on rights. Teaching and learning conflict resolution may necessitate a fundamental change in perspective. We have pushed you, the reader, to think differently in this paper. For instance, we have suggested that there are more than two sides to a topic, that there could not be a single correct answer, and that a good solution is one that takes into account several partial realities.

There is an establishment of connections between peace psychology and some of the more conventional branches of psychology, such "cognition" and "perception," by arguing that conflict resolution techniques rely on a conception of knowledge that permits a certain amount of subjectivity. Approaches based on power and rights are impartial. Power-based techniques rely on the ability to gather data, examine the sources of power, and calculate the likely outcomes of various tactics in a given situation. For rights-based approaches to be effective, data must be gathered, evaluated in light of a set of guidelines, and decisions must be made while taking community expectations and precedent into consideration.

Subjective in nature, effective interest-based approaches see knowledge as produced or formed. For conflict resolution theory, Melville (2022) has highlighted the significance of criticisms of positivist conceptions of knowledge and the challenge of

identifying the "facts." Although findings regarding the nature of reality are viewed as preliminary working hypotheses that are susceptible to change in light of new evidence, the idea that knowledge contains a subjective component does not imply that reality is denied. Effective conflict resolution professionals understand that since information is incomplete, various viewpoints may be equally legitimate.

Future Directions of Conflict Resolution Models

When considering whether conflict resolution approaches can be applied in the future, it is important to first think about what the future may bring. We may make plans for a world with a growing level of globalization and interconnected economic arrangements supported by electronic communication networks that allow for the quick transfer of information based on current trends. While we may applaud the growing democratization of the world, we also observe that the economic influence of multinational corporations and the political influence of international governments and non-governmental organizations limit the authority of democratically elected national governments. We might anticipate hearing from a variety of voices in a postcolonial society, including those of individuals or groups who have encountered several cultures, as well as those from various socioeconomic classes and geographical locations. The formalization of regional structures may also be something we may expect. For instance, the Asian region is currently the site of processes like the debate over shared values that served as the foundation for the creation of the European Union. The "realist" perspective on international affairs, which viewed countries as monolithic entities making bilateral agreements to maximize national security and benefits, is becoming more and more detached from the actual world.

Even now, the ramifications of these projections for resolving conflicts are becoming apparent. Nowadays, intrastate disputes predominate over

those between nation-states. They transcend national boundaries and resonate with diaspora groups, who may stay in touch via the Internet, fax machines, and television and play an important role. Galtung (2004) said in a speech in Sri Lanka that it is conceptually simplistic to view of conflict as a two-party fight over a single issue: "I know of no actual world conflicts of that type. There are m parties and n issues in real-life conflicts, and occasionally mn can be rather high (p. 3). The employment of power-based techniques becomes more challenging and ambiguous as nation-states' power decreases in comparison to intrastate and transnational organizations. Therefore, we may anticipate a shift toward the increased use of rights and interest-based conflict resolution techniques at all societal levels, from the individual to the international.

Examining alternate potential futures through visioning activities is another method of creating a picture of the future. We discovered that our students are deeply concerned about environmental deterioration and fear that technology would take over and drive humans out when we asked them to complete a meditation exercise and then create an image of the future. Students get the chance to develop a positive perception of peace, discover methods to portray harmony in interpersonal relationships, and investigate their own ideas of peace by imagining an ideal world. This creative project highlights a disconnect between our dispute resolution methodology and the world our kids envision. Conflict resolution models can be very abstract and might be used without locating parties in a physical environment.

The phrase "putting issues on the table," for instance, captures the idea that bargaining takes place indoors, even though Aboriginal people frequently favor an outdoor environment. Moreover, methods of dispute resolution can be highly task-oriented and "business like." Instead of seeing individuals as fearful, hopeful, dreaming, and visionary beings, they may see them as owners of issues that need to be fixed.

Similar criticisms are made by people from some cultures that place a greater emphasis on spiritual matters and the function of ceremonial in their native dispute settlement processes.

Peace psychologists must create increasingly complex conflict analysis models to acknowledge the multilevel and multiparty character of conflict in order to tackle the challenges of the future. It is argued that the importance of conflict resolution in maintaining interdependent relationships has to be stated more precisely. The creation of diverse, fluid, and flexible identities that connect us to both the natural environment and human communities is something that requires further study, as we have shown. There are chances to learn about different cultures by doing this. We must also make peace with our emotions and recognize them as a vital component of mankind and a significant human resource, rather than just potential roadblocks to a dispute resolution process. Cognitively speaking, the requirement for adaptability and creativity, teamwork, and learning from others points to the necessity of redefining intelligence. Priority should also be given to research on how communication technology might enhance conflict resolution procedures. There is a wealth of existing psychological knowledge that is not yet thought to be related to conflict resolution, but it may be useful in creating more complex models. Thus a research agenda for the future will involve us not only reaching out to disciplines other than psychology but also in grounding our work in a deeper critical understanding of, and central connection with, our own.

Conclusion

It appears that using violence, fighting, and aggressive behaviour are all inherent to the human condition. People have attempted to effectively manage conflict by reducing or limiting its negative impacts for as long as there has been conflict. Handshakes, cease-fires, treaties, and accords are

human attempts to mitigate the negative consequences of conflict. Conflict resolution became a specialised field of study during the 1950s and 1960s, when the Cold War was at its height and the development of nuclear weapons and the competition between the superpowers seemed to threaten human life. It is currently recognised as a legitimate and important field of study. The phrase "conflict resolution" refers to a broad range of methods and approaches for settling conflicts, including diplomacy, mediation, arbitration, facilitation, adjudication, conciliation, conflict prevention, management, transformation, restorative justice, and peacekeeping. Therefore, reaching a consensus that settles the parties' primary disagreements, acknowledges their continued membership as parties, and ends all acts of violence against one another is the best way to resolve conflicts.

The condition of conflict is antagonism or resistance. Cultural and religious conflicts, conflicts of values and interests, social conflicts, economic conflicts, political conflicts, racial conflicts, racial conflicts, communal and noncommunal conflicts, violent and nonviolent conflicts, and ideological conflicts are just a few of the many types of conflict that can occur for a variety of reasons and from a variety of sources. One could contend that conflict results from conflicting interests and advantages in human society. When Marks claimed that the history of the world is merely a class struggle between the rich and the poor, he was completely correct. It would not be inaccurate to argue that oppression of subalterns, weaker groups, and oppressed individuals has existed for as long as history. It has produced a world of haves (Bourgeoisie) and have-nots (proletariat). It suggests that when people experience prejudice and do not receive their fair share, conflict results. In today's so-called democratic world, it is impossible to settle a dispute without resorting to nonviolent methods and strategies because fighting is usually reserved for extreme circumstances. Instead of resorting to war, conflicted parties may

decide to settle or alter their numerous disputes through summits, cooperation, diplomacy, reconciliation, negotiation, and general measures to build trust.

Without the contributions of well-known theorists who have offered many theories for the process of establishing peace and managing conflicts, conflict resolution would not have developed as a specialized field of study. Among the most well-known conflict resolution theorists are Kurt Lewin, George Simmel, Elise, Adam Curle, Kurt Boulding, John Galtung, John Burton, and Morton Deutsch, among others. Generally referred to as the three levels of "the personal, the local or community, and the global," conflict resolution is relevant across the entire range of society connections. Numerous academic fields, including as psychology, ethics, international relations, sociology, communications, politics, business, and law, contain it. Professional practice in many areas, including alternative dispute resolution (ADR), restorative justice, peacemaking, peacekeeping, and peace-building, as well as family and drug therapy, is based on conflict resolution.

Furthermore, it can provide useful abilities that are advantageous in personal, professional, or international settings. In contrast to the traditional court-based and legal models for conflict resolution, the executive branch of government is starting to see conflict resolution as a more effective, efficient, and financially appealing, "healing", and culturally sensitive alternative, according to a number of government and related agency reports published in recent years. For employment in the public and private sectors, including teaching and education, human resources, law, the medical field, and local and federal government, a conflict resolution degree will help you increase your prospects and prepare you. The PAWSS activity codes identify four main areas of graduate career engagement: research, development, intervention, and relief services; activism and lobbying; and public education. Finally, one could argue that, even in war zones, dispute

resolution is crucial to promoting peace in divided society. It is an essential instrument for advancing societal transformation and social fairness. One may argue that resolving conflicts is an essential part of development, harmony, and cooperation; it is a process that leads to prosperity, tolerance, international brotherhood, and humanity. It is a weapon that protects future generations from the atrocities and destruction caused by conflict.

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