

CONFLICT MANAGEMENT

COUNSELLING CENTRE
SENIOR STUDENTS/ SRC HALL REPS



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OVERVIEW

WHAT IS CONFLICT? :

- Types of conflict
- How and why conflict arises?
- What is conflict resolution?

SELF AWARENESS:

- Emotional intelligence and conflict
- Identifying conflict responses
- Boundaries

CONFLICT RESOLUTION STRATEGIES

RESOURCES



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What is Conflict?



Conflict is defined as a clash between individuals arising out of a difference in thought process, attitudes, understanding, interests, requirements and perceptions.

Types of Conflict

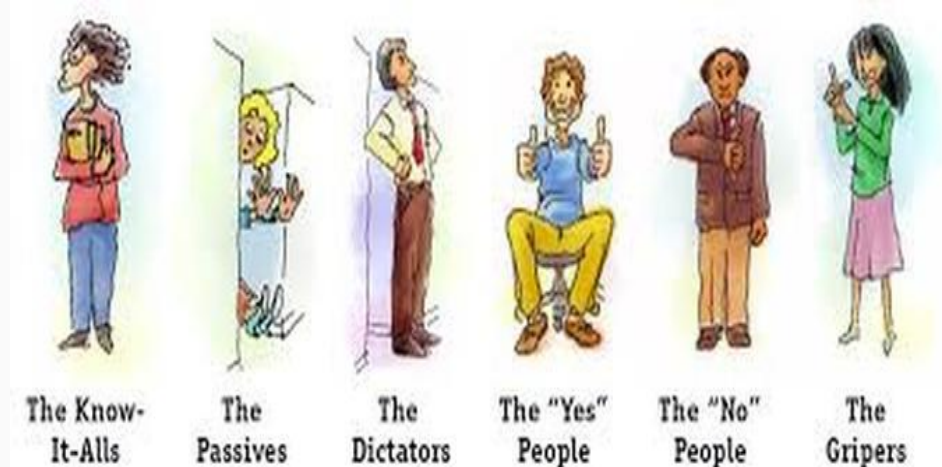
- Interpersonal conflict
- Group Conflict : Intragroup vs intergroup

Good vs bad conflict



Why Conflict Arises

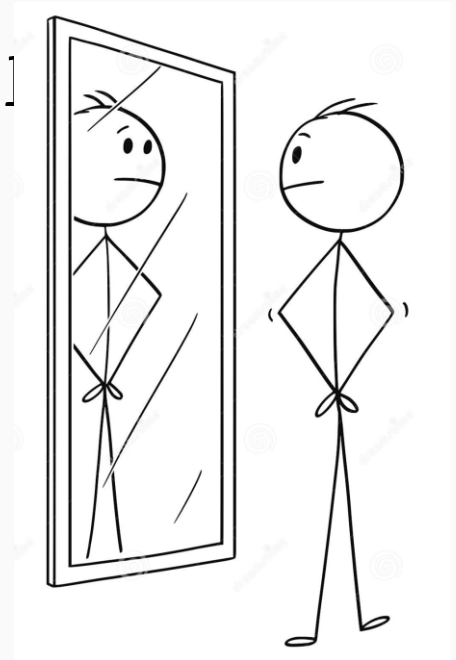
- Personality clash, history, principles, beliefs, values, views, motivations,
- Communication,
- Cohesion,
- Unequal participation/ work ethic,
- Lack of resources and tools



Identifying Conflict



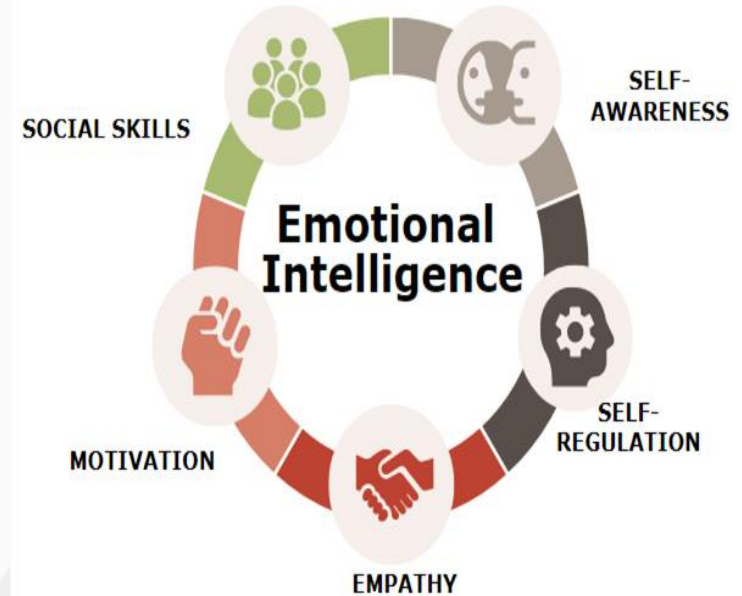
- Reflect on a past conflict scenario and try to identify]
- Your thoughts,
- Feelings/ emotion,
- Behaviour



Emotional Intelligence in Conflict

The ability to understand and manage your emotions in a way that helps you effectively communicate, manage stress, set boundaries, handle conflict and maintain healthy relationships.

- Allows you to embrace conflict as a space for growth.



Identifying Conflict Responses

FIGHT



FLIGHT oohlala!



FREEZE



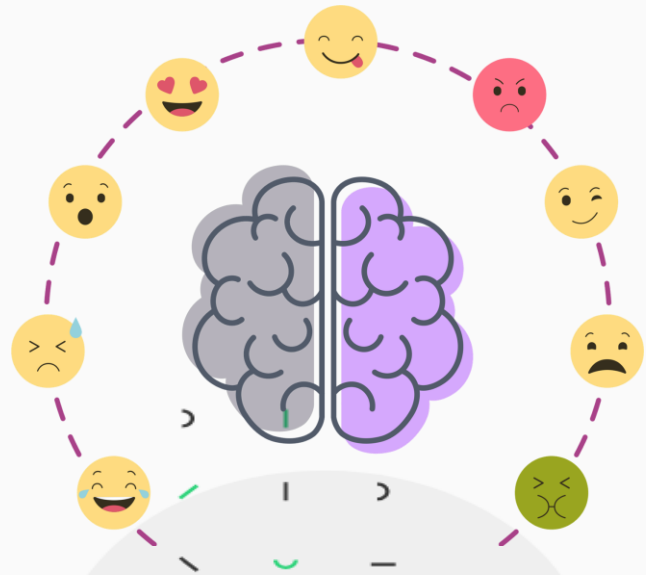
Cognitive Responses

Our ideas and thoughts about a situation,
Present as inner voices or internal observers
situation (i.e., self-talk).



Emotional responses

- Assumptions
- Mind reading
- Jumping to conclusions
- Catastrophizing
- Gaslighting
- Generalizing



Physical and Mental Responses

- Hyperventilating
- Heightened stress,
- Bodily tension,
- Increased perspiration,
- Tunnel vision,
- Shallow or accelerated breathing,
- Nausea, and rapid heartbeat.
- Frustration



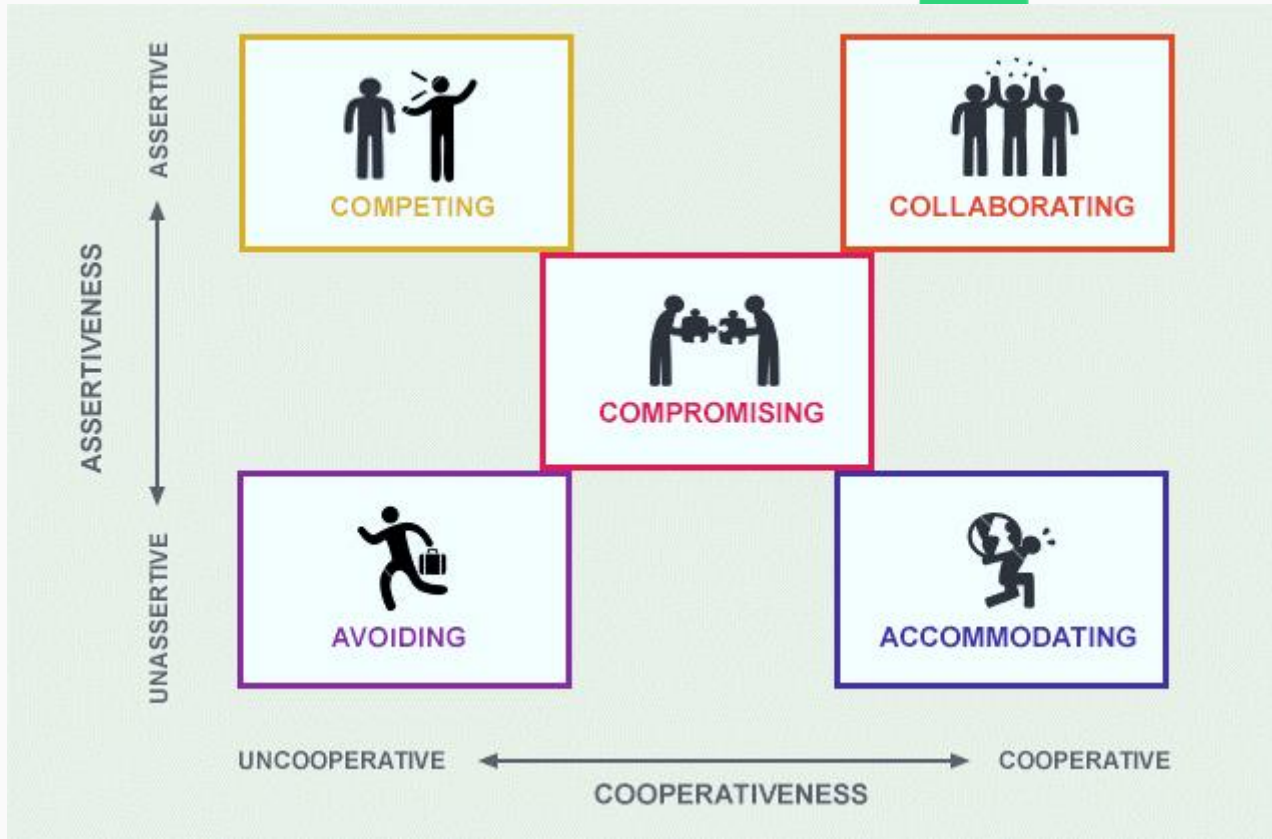
What is Conflict Resolution

Conflict resolution is the process of ending a dispute and reaching an agreement that satisfies all parties involved.

- Conflict *resolution* is not designed to avoid disagreements but rather employs skills/strategies that can be used facilitate discussions, increase understanding and control emotional responses.

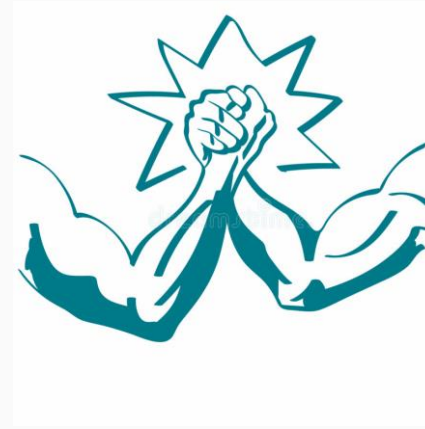


CONFLICT RESOLUTION STRATEGIES





- **A**voiding is when people ignore or withdraw from conflict.
- They choose this method when the discomfort of confrontation exceeds the potential reward of resolution of the conflict.
- **When conflict is avoided, nothing is resolved.**



- **C**ompeting is used by people who go into a conflict planning to win.
- They are assertive and not cooperative.
- **Competing doesn't allow room for diverse perspectives into a well informed total picture.**



- **A**ccommodating is a strategy where one party gives in to the wishes/demands of another.
- **T**oo much accommodation can result in groups where the most assertive parties commandeer all processes without the input of others.

- **C**ollaborating is the method used when people are both **assertive and cooperative**.
- A group may learn to **allow each participant to make a contribution with the possibility of co-creating a shared solution that everyone can support**.

The Compromising Person



- Compromisers **attempt to balance the needs of all those involved in conflict.**
- **People feel listened to:** Compromisers genuinely want to hear other perspectives, so that they can **best negotiate a resolution that meets at least some of everyone's needs.**
- **Parties walk away with some sense of victory:** In a compromise, everybody walks away with something to show for their efforts.
- **Compromise is regarded positively:** In many cases, the willingness to compromise is seen as a **sign of maturity/the ability to be a team player.**

Reflections?



RHODES WELLNESS LEADERS

EMERGENCY CONTACTS



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On Campus:
ALL SERVICES ARE ONLINE UNTIL FACE-TO-FACE CONTACT IS ALLOWED.

Rhodes University Counselling Centre

Top floor Steve Biko building (Prince Alfred Street)
Open: Monday to Friday
From: 08h00 – 17h00.
Contact: (046) 603 7070 (During Office Hours)
Or email counsellingcentre@ru.ac.za



Psychology clinic

Contact: (046) 603 8502
Or email
psychologyclinic@ru.ac.za



Healthcare Centre

Contact: (046) 603 8523
Or email healthcarecentre@ru.ac.za



Harrassment Office

Contact: (046) 603 8181 (Masi Buso)
Or email studentaffrairs@ru.ac.za



Career Centre

Contact: (046) 603 7070
Or email: careercentre@ru.ac.za
FOR: 30min one-on-one appointments
From: 11h00-15h00

Regarding: Career Assessments, Career guidance
AND

Workshops on CV writing, interview skills and career success.



Off-Campus

ER 24

ER 24 Crisis Line
(24hours)
Contact: 010 205 3068



S.A Depression and Anxiety Group

South African Depression And Anxiety Group
(24hours - Online substance abuse help available)
Contact: 011 234 4837



For more info or support kindly find a Wellness leader at your residence or contact Rhodes Wellness leaders via our online platforms.



THANK YOU.

Together
Everyone
Achieves
More