

Conflict Management

Aims

This course will tackle the important factors that underlie human aggression and conflict. It will equip students with a global understanding of the forces at work in human relations and their potential destructive effects. Different levels and forms of conflictual interaction will be studied and a variety of solutions to disagreements and conflicts will be considered and practised. Constructive methods of intervening in these matters will be proposed and students should acquire a fundamental insight into positive conflict management and resolution at individual, couple, group and institutional levels.

Course Outline

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| Week 1 | The function, and dysfunction, of conflict. Basic theories of conflict |
| Week 2 | How conflicts fail to resolve: retaliation, revenge, intractability |
| Week 3 | How conflicts resolve: reconciliation, separation, restitution. |
| Week 4 | Management approaches: Arbitration, mediation, negotiation, facilitation, coaching, psychotherapy. |
| Week 5 | Boundaries. Containing conflict, containing violence, creating out-and-in-groups. Alienation and otherness. |
| Week 6 | Social dimensions of conflict: struggles for power, victimization, scapegoating, redress, witness, survival, reconciliation, recovery. |
| Week 7 | Psychological consequences: resilience, trauma and post-traumatic stress disorder, shame, dissociation |
| Week 8 | Methods of conflict intervention: 1. conflicts in motivation, 'internal' conflict |
| Week 9 | Methods of conflict intervention: 2. domestic conflict |
| Week 10 | Methods of conflict intervention: 3. organizations and communities in conflict |

Core Text

Tantam, D. & McHale, E. (eds) Handbook of Conflict and Reconciliation

Reading List

Biggar, N. (ed) (2001) Burying the past: making peace and doing justice after civil conflict, Washington: Georgetown University Press