



## EuroMed Newsletter “Good practices in training”

### ZOOM ON CONFLICT MANAGEMENT

«As soon as there is social interaction, there is potential conflict.»<sup>1</sup>

What do you think when you hear the word "conflict"? Very often you get a negative interpretation as fight, quarrel, difference, discord. Besides, this term can at the same moment indicate the cause generating a conflict but also the result generated by the conflict itself (i.e. war). Conflict management is a wide subject of debate and reflection, inseparable from notions such as interpersonal communication, professional environment, vision of the world, religious faith, etc. ...

Among the various types of conflicts we may consider: conflicts linked to individual interest, conflicts connected to the notions of “power” or “identity” and ideological conflicts in case of opposed beliefs which can neither live together nor reach a compromise.

Possible solutions: “escape” in order to avoid unpleasant confrontations (I know I can tolerate this!) or simply “ignoring” the problem (after all, this is not so important!). We should then take into account the frustration generated by the repression of personal opinions. Another possibility would be the “attack” but consequences are easily predictable! Fortunately, there is a third way out: personal assertion, through a “moderate” expression of personal needs/opinions, respecting yourself and the others. Being aware that our opinion does not inevitably correspond to the one of our interlocutor, we may begin a constructive paths leading to the satisfaction of both parts. So we become “partners” rather than opponents.

#### CAUSE OF INTERCULTURAL CONFLICTS

- ✚ Misunderstanding cultural differences (in particular values)
- ✚ Non acceptance of “something/someone different”

#### CONFLICTS MANAGEMENT: PRINCIPLES (not to forget!)

- Establish a reassuring environment (no judgment, confidence, listening)
- Give both parts an equal position
- Allow individuals to express their personal feelings
- Try to identify the conflict sources
- Help both parts to understand that they are sharing common fears
- Identify shared hopes and common understandings
- Find a satisfactory solution for both parts

## Events

### “PLAYING WITH FIRE: TRAINING COURSE ON CONFLICT PREVENTION AND RESOLUTION IN EURO MED YOUTH ACTIVITIES”

The training course organised by the Belgian French speaking community national agency “Bureau International Jeunesse” (25 – 31 May 2004) aims at providing tools to improve participants practice in the fields of “**Conflict Prevention and Resolution**” in EuroMed Youth activities. Specific aims of the training course will be:

- Discovery of the different cultural and professional realities of the participants;
- Sharing experiences and examples of good practices in international Youth activities;
- Emergence of new practices in the field of quality and implementation of working methods in Conflict Prevention / Resolution. The selection of participant is over. More information will be available after the training course!

<sup>1</sup> Karolina Vrethem “Put on the Hats for Conflict Management. A Training Session of the Trainers Pool of the European Youth Forum – “Coyote n°2 - May 2000

## Resources

### COYOTE N° 1 (December 1999)

A trainer analyse some **stereotypes** around this concept as for example:” One of the parties involved in a conflict is right and all others are wrong.” [www.training-youth.net/site/publications/coyote/coyote01/conflict.htm](http://www.training-youth.net/site/publications/coyote/coyote01/conflict.htm)

### COYOTE N° 2 (May 2000)

Another article proposing the trainer point of view on what is **conflict in training**. «A facilitator can help to balance power in unequal situations, encourage people to break the dead-lock and look at things from different perspectives. A key to successful conflict management is to explore what the conflict is really about.»

[www.training-youth.net/site/publications/coyote/coyote02/conflict.htm](http://www.training-youth.net/site/publications/coyote/coyote02/conflict.htm)

### ALL DIFFERENT ALL EQUAL

The “*All Different, All Equal* **education pack**” was developed as part of the European Youth Campaign against Racism, Xenophobia, Anti-Semitism and Intolerance. This Education Pack is a book intended for use in informal education settings but activities may also be used for other purpose. The book has two major sections, the first dealing with the key concepts for intercultural learning and the second suggesting activities, methods and resources. The text of the pack is highly interactive, with many comments and questions offered to the reader to cultivate a dynamic sense of dialogue.

To download the Education Pack: [www.coe.int/T/E/human\\_rights/Ecri/3-Educational\\_resources/](http://www.coe.int/T/E/human_rights/Ecri/3-Educational_resources/)

### FORUM THEATRE

Invented by Augusto Boal in Latin America, the forum theatre is a form of theatrical dialogue staging situations of conflicts and oppression. The spectators have then the possibility to perform on stage and propose other ways, to modify the initial situation (e.g. by replacing the "oppressed" or by playing another character). It is a question of **inventing together other behaviours**, authorizing a more favourable exit to the given situation of violence, exclusion and suffering.

These interventions are facilitated by the "joker", the quizmaster, helping to speak on stage. This form of theatre is a mean to look together for alternative ways to solve conflicts.

Boal, Augusto. *The Theatre of the Oppressed*. New York: Urizen Books, 1979. Republished by Routledge Press in New York/London in 1982. - Boal, Augusto. *Games for Actors and Non Actors*. New York: Routledge Press, 1992,

### COUNCIL OF EUROPE (EN/FR version)

A remarkable list of useful resources (books, articles, reports and organisations) on this topic can be found on the CoE website. [www.coe.int/T/E/Cultural\\_Co-operation/Youth/5\\_Information\\_services/Resources\\_by\\_topic/CONFLICT.asp](http://www.coe.int/T/E/Cultural_Co-operation/Youth/5_Information_services/Resources_by_topic/CONFLICT.asp)

## Websites

### SALTO YOUTH CULTURAL “DIVERSITY RESOURCE” CENTRE

This SALTO YOUTH “thematic” centre on cultural diversity provides training courses and training material in order to support youth workers and youth leaders on issues as **tolerance, diversity and anti-racism**.

[www.salto-youth.net/diversity/](http://www.salto-youth.net/diversity/)

### PEACE BRIGADES INTERNATIONAL (PBI)

This non-governmental organisation supports the protection of human rights and the promotion of non-violent transformation of conflicts. This structure sends teams of **volunteers** into areas of repression and conflict. The volunteers accompany human rights defenders, their organizations and others threatened by political violence

[www.peacebrigades.org/](http://www.peacebrigades.org/)

### SALTO ONLINE TOOLBOX

On the SALTO YOUTH website you can browse through its “**online Toolbox**” full of training methods, simulation games, background texts, presentations and course reports. The “search function” is there to look for a specific training method, a reference text, a manual or a presentation. Simply type a “keyword” or select the topic required (“conflict management” in this case) and discover the selection proposed. [www.salto-youth.net/toolbox/](http://www.salto-youth.net/toolbox/)

### EUROPEAN PLATFORM FOR CONFLICT PREVENTION AND TRANSFORMATION

This site supplies information regarding: conflicts, conflict prevention and peace building, good practices, links of international and local organisations working on this topic, publications on conflict prevention and related events as conferences and campaigns focusing on conflict prevention and peace building [www.euconflict.org/](http://www.euconflict.org/)

