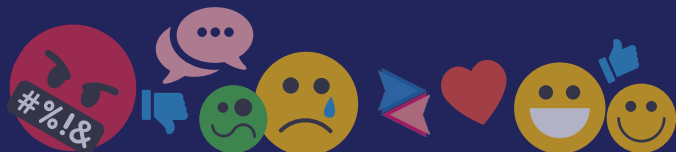


TR@NSFORMING CONFLICT

WHY TO INVOLVE IN ONLINE CONFLICT TRANSFORMATION

NEW AGE CONFLICT TRANSFORMATION





Conflict transformation is a constructive social change, the "building of right relationships and social structures through a radical respect for human rights and non-violence as a way of life"

John Paul Lederach





— WHAT NEW AGE CONFLICT TRANSFORMATION TOOLKIT IS ABOUT? —

The world is riddled with conflicts and youth are one of the most affected groups today. Popularization of social media transferred conflicts to the online world, making them intensively exposed to its negative nature. Although tools and methods for in-person conflict transformation, as an umbrella approach in dealing with conflicts, have been developed for years, they are now missing its online dimension. They are missing the way how to deal with it in the online world where young people spend most of its time.

Exactly this is what New Age Conflict Transformation toolkit is about.

It is a perfect combination of offline expertise developed for conflict transformation and up to date online tools, creatively shaped with young people, by young people and for young people into methods for online conflict transformation.



New Age Conflict Transformation toolkit contains elements youth workers need - from theoretical knowledge on conflict transformation and findings on its online character, to explanations, dilemmas, advices and most importantly set of unique methods genuinely inclined toward the conflict transformation. Separated into step-by-step guide, knowledge and information New Age Conflict Transformation toolkit provides will boost expertise of youth workers to work with young people in the virtual world and will make them successful "Online Conflict Transformers".

*If you want to become expert for online conflict transformation;
take active role in it and step in the middle of action.*

*If you are aware of the increasing threat of online dimension of conflict
and see yourself as a solution, rather than silent observer.*

*If you want to help young people overcome challenges of modern age
and build of world a much peaceful place.*

Than our New Age Conflict Transformation toolkit is your guide toward it!

Check our webpage www.conflicttransformers.net and take expertise we prepared for you for free!



— WHAT HAPPENED WITH CONFLICT? IT WENT ONLINE —

The 21st Century developments in information and communication technologies shifted tremendous part of our lives into online world. The way we communicate, organize our daily activities, inform ourselves, today can't be imagined without Internet. It accelerated it to a much faster and more intense levels than any time before. Young people who grew up with new technologies are especially affected by this trend, building a significant part of their identity online.

In a response to that, **CONFLICT WENT ONLINE** as well. Everyday communication between potentially conflicted parties is happening in the online world. Politicians, leaders, insurgents, and protestors all have used it as a tool for communication.

Virtual space and especially social media is being increasingly used in order to spark and escalate conflicts. Misusing online tools for those purposes can intentionally or unintentionally inflict harm on youth who are major users. On the other hand, social media provide the unprecedented opportunities for youth workers and activists to give their contribution to conflict transformation and to counter the negative consequences that conflicts have on youth.



Conflicts among youth are not happening on the school grounds anymore, but instead through the screens and buttons of mobile devices, especially when it comes to the post-conflict societies, where the Internet and social media are basically the only forum where these youngsters can meet and interact.

It's worth asking whether the accessible nature of social media normalizes conflict, particularly in this era of social upheaval, and encourages us to internalize it as background noise. If we can flick between Taylor Swift and the Syrian civil war, what does that say about the level of serious interest we take in the Syrian civil war? From scandalous and inappropriate snapchats to viral memes, youngsters are being teased and bullied (as well as humiliated) through the ever-changing world of social media, and it became somehow the "new normal". Making a deep scar on youngsters due to its intensified nature. Beside, consequences of such conflicts are without boundaries. What happened online often leads to physical and verbal violence in the real world.

For these reasons it is necessary to tackle conflicts on its source, in the online world, and transform it into peaceful and non-violent process of social and political change. However, this can't be done without you.

It is important YOU to join online conflict transformation and help youth to transform everyday conflict situations in their virtual life.

This is why we prepared unique tools and methods which you can find in the **New Age Conflict Transformation toolkit** on our web page www.conflictransformers.net



— OF COURSE, YOU NEED THEORETICAL KNOWLEDGE BASE! —
WE PREPARED IT FOR YOU.

New Age Conflict Transformation toolkit provides you with necessary theoretical expertise which youth worker need to have in mind before start using methods for online conflict transformation. It sums up several different “schools of thought” on conflict transformation, combined to empower you with knowledge depth and width.

No matter that conflict is usually perceived as uncomfortable and painful, we believe that conflict often offers us opportunity to develop new ways of seeing things. That conflict can be a force that helps us move beyond what “is” toward more positive “what could be”. And from this angle we approached to the topic of conflicts. While others look on conflict as a problem that need to get rid of, we perceive it as opportunity to have more authentic and mutually beneficial relationship between actors in conflict.

Difference in the conflict resolution and conflict transformation lies in the previously mentioned and its comparative analyses you can find in the **New Age Conflict Transformation toolkit**. By going through theory we prepared you will be able to understand differences in approach and sustainability of solutions that those concepts imply.

For us, conflict transformation seeks to address root causes rather than symptoms. It aims to achieve a profound change in the way parties understand the conflict and their relationship and facilitate transformation process into peaceful change.



Each conflict has its own specifics however in order to help youth workers to better understand nature of the conflict and provide appropriate guideline, we classified it into several most common types and explained it in our New Age Conflict Transformation toolkit.

- * Intrapersonal conflicts – conflicts that are happening within yourself;
- * Interpersonal conflicts – conflicts between two persons who are experiencing difficulties in their relationship;
- * Intergroup conflicts – conflicts between social groups due to its incompatibilities, behavior and sentiments;
- * International conflicts – conflict between different nation states and conflicts between people and organizations in different nation states;
- * Intractable conflicts – long-standing conflicts that take place between individuals, groups, or nations often resist any attempt of management, and go on and on toward higher levels of hostility, intensity and escalation.





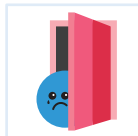
Major styles in dealing with conflict are here listed and explained as well. It's up to you to choose on the basis of situation and your preferences whether you would handle conflict by



Accommodating/Yielding



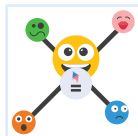
Compromising



Avoiding



Competing/Forcing



Collaborating/Problem Solving

Find out what is your style by visiting our web page
www.conflicttransformers.net and dive deeper into conflict understanding.





— CONFLICT TRANSFORMATION ONLINE —

The essence of the New Age Conflict Transformation toolkit are its creative and valuable methods of intervention that strive to explore the unprecedented possibilities of using online tools for conflict transformation.

Social media today reduces the costs of communication, increases the speed and dissemination of information and provides data that fundamentally change information available to conflict actors, and through it start playing increasingly important role in conflict and everyday communication between conflicted parties. But beside that, the greatest asset of virtual space refers to the unlimited opportunities to involve conflict parties in communication, dialogue and joint initiatives in a way which would safeguard their safety.



The methods for online intervention that we propose are genuinely inclined towards the conflict transformation. Their main goal is to try to utilize the online tools in order to alter the attitudes of conflict parties. What they try to achieve is to change the way in which parties perceive themselves and their relationship. Additionally, some of the methods are designed with the aim to use advantages of online tools for empowering certain social groups and individuals whose position is structurally weakened and unbalanced.

Methods were developed jointly by experts on conflict transformation and young people in order to answer on all challenges youth is facing in this new age. Each method is described in detail with its objectives and requirements. Following pages of this booklet gives you short overview of some of them.

Visit our www.conflictransformers.net web page and check out our online **New Age Conflict Transformation toolkit** for methods on online conflict transformation.



— METHODS WE PREPARED FOR YOU —

The methods of intervention we have developed so far should be regarded as only some of many ways in which youth can use online tools for transforming conflicts. We hope that conflict transformation practitioners will find them useful in their daily work.

Here are listed only some of them, but in order to read more, visit our web page www.conflicttransformers.net.

As the online conflict transformation practitioners, we should always keep in mind some specific competences needed for this work and try to answer several questions before embarking fully into this work.

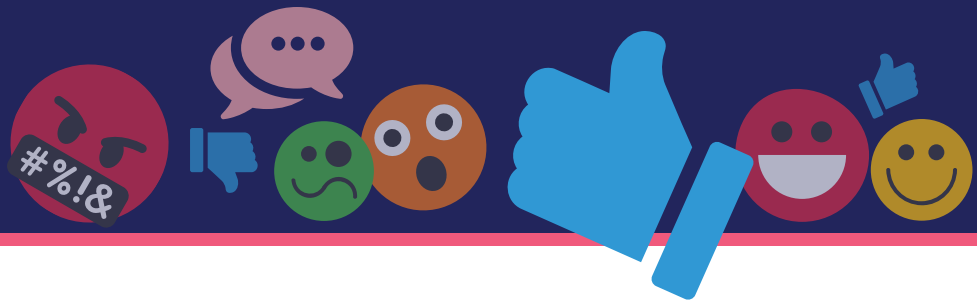
Do we understand our own online community?

Do we understand who/what is the source of conflict in online community?

Can we be prompt in response as it is expected in the online community?

Are we able to see conflict reflections and consequences in “the real world” and to distinguish whether the topic is controversial or potentially violent?

Do we know how to re-frame problems and provide creative solutions through online tools?



• Method: Transform IT

| | |
|----------------------------|--|
| Title: | Transform IT |
| Duration: | 60 minutes |
| Resources required: | Computers or mobile phones with Internet connection, Mentimeter web page www.mentimeter.com , video chosen by a trainer. |
| Method description: | <p>Transform IT aims to broaden participants view on different roles people take over in the conflict and help them to reflect on their own behavior while facing similar situations in real life.</p> <p>It contains three integral parts. First, participants should share their view on Mentimeter web page about what is conflict transformation to them. While program is generating their answers, they go into second part of the method. They are invited to watch a video shared on Instagram on different roles people have in conflict and post 3 comments where they share their experience with similar situations and roles in the video. These reflections will help them to deeper understand nature of conflict and by drawing relations to its own examples start thinking on the possible ways for conflict transformation. After it, facilitated discussion in the chat room takes place where participants reflect on Mentimeter association, conflict and its transformation in the video and personal experience.</p> |



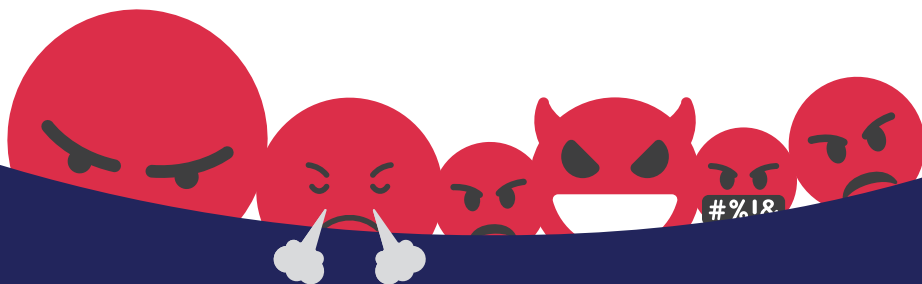
Method: Labyrinth Game

| | |
|----------------------------|---|
| Title: | Labyrinth Game |
| Duration: | 30 minutes |
| Resources required: | Conference room, tape, smart phones with Internet connection |
| Method description: | <p>Combination of onsite and online tools placed together in the Labyrinth Game role play strive to raise awareness of youngsters of the positions they can, consciously or not, take in online world, especially in peer bullying situations. This game will also empower them to apply previously learned conflict transformation styles.</p> <p>Facilitator at the beginning should to create a labyrinth on the ground using tape. Labyrinth need to be separated onto squares, to allow movement of participants for as much as they get when throwing a dice. Each square contains either online conflict case that need to be resolved/transformed by participant or some lesson on conflict transformation. These cases and lessons are going to pop up in the closed group on Facebook with his/her mentioning. While competing with each other to come to the finish line, participants will be faced with numerous case studies on conflict transformation. If their response on case studies is assessed as one which will only deepen conflict, than they are losing chance to move forward, while answer that will lead toward transformation according to facilitator and referee group made of several participants, will give them opportunity to throw a dice again in the next circle. At the end of a game, referee group will have a task to prepare a report on conflict transformation styles used and its outcomes, as point for discussion in the plenary session.</p> |



Every conflict we face in life is rich with positive and negative potential. It can be a source of inspiration, enlightenment, learning, transformation, and growth—or rage, fear, shame, entrapment, and resistance. The choice is not up to our opponents, but to us, and our willingness to face and work through them.

Kenneth Cloke



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