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| **Minor Award Name** | **Conflict Resolution** |
| **Minor Award Code** | **5N0692** |
| **Level** | **5** |

**Suggested resources to support delivery:**

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| **Theme/Topic** | **Type** | **Relevance** | **Author/Source** | **Web Link** |
| What is conflict? | Online essay | Useful summary of the main elements of conflict beginning with a detailed definition and covering elements like perception, workplace conflict, conflict styles, responding to conflict, etc. | Academic Leadership Support | <https://www.talent.wisc.edu/onlinetraining/resolution/aboutwhatisit.htm> |
| Reasons for conflict | Blog | *75 Reasons for Conflict*. A comprehensive list of the reasons for a conflict; useful to initiate brainstorming in class. | Eva Rykrsmith | <http://www.quickbase.com/blog/75-reasons-for-conflict> |
| Signs and cues of conflict escalating | Video lesson | *Why Conflicts Escalate*. Handy definition of the cycle of conflict. | Guy Harris | <https://www.youtube.com/watch?v=x_L1gBKS1ls> |
| Video | While this video is primarily about de-escalating conflict techniques, there is a useful look at some of the signs of escalating conflict at the beginning, especially in relation to body language. | Christopher Collier  Vivid Learning Systems | <https://www.youtube.com/watch?v=ONo203FATwM> |
| Personal responses to conflict | Online article | *Five Responses to Conflict.* A short summary of each of the five personal responses to conflict. | Kardia Group | <http://www.kardiagroup.com/conflict_responses> |
| Online article | ***How we Respond to Conflict*. A short sum up of emotional, cognitive and physical responses to conflict.** | *Harry Webne-Behrman* | <https://www.talent.wisc.edu/home/HideATab/LeadershipManagementDevelopment/ConflictResolution/AboutConflict/ConflictResponse/tabid/229/Default.aspx> |
| Charting a Conflict | Google Doc. | *Five Dimensions of Conflict*. This helps learners chart a conflict and can be helpful when they are completing assignments. | Google Docs. | <https://docs.google.com/document/d/1mTBr4Y27vCN8BQDcS0_MU56VZsn_qJHxFl8PM2IaZmo/edit> |
| Distinction between conflict and violence | Lesson Plan | Clear and interesting lesson plan to facilitate the learner in differentiating between conflict and violence. Ends with a useful chart on the differences between conflict and violence. | www.traprevi.com | <http://www.realpixel.es/traprevi/doc-en/MIS1SS1.pdf> |
| Types of Conflict | Blog | Clear and brief sum up of the different types of conflict, as well as information on resolving conflict and management styles and other useful blogs. | Typesofconflict.org | <http://www.typesofconflict.org/> |
| Posters | A range of posters, including colourful representations of the types of conflict. | Pinterest.ie | <https://www.pinterest.ie/explore/types-of-conflict/?lp=true> |
| Free online course | Free course offering a look at the different types of conflict as well as the positive aspects of conflict and dealing with it. | Nijla De Bow  University of California | <https://www.class-central.com/mooc/4250/coursera-types-of-conflict> |
| Positive and Negative Dimensions of Conflict | PowerPoint / Slide Share | This slide share covers many aspects of conflict with the charts on the positive and negative aspects of conflict particularly useful. | Krishna Kanth | <https://www.slideshare.net/KrishnaKanth12/conflict-resolution-26173860> |
| Resolving Conflict | Case Studies | Brief case studies which can be used to facilitate learners to think about resolution options. | Kardia Group | <http://www.kardiagroup.com/departmental_strategy_case_studies> |
| Book Chapter /Checklist / Tools / PowerPoint | A detailed stepped process to resolving conflict which includes the lesson, a checklist, tools and a PowerPoint presentation. | Rebecca Wolff  Jenette Nagy | <http://ctb.ku.edu/en/table-of-contents/implement/provide-information-enhance-skills/conflict-resolution/main> |
| Alternative Dispute Resolution | Online article | A good overview of the distinction between arbitration, mediation and conciliation. | Society of Chartered Surveyors Ireland | <https://www.scsi.ie/dispute_resolution/procedures> |
| Report | This long report is very detailed but what is most useful is the early part covering an overview, terminology and principles of mediation and conciliation. | The Law Reform Commission | <http://www.lawreform.ie/_fileupload/reports/r98adr.pdf> |
| Audio file (archived radio interview) | Recorded interview with a solicitor on alternative dispute resolution. Clearly explained resolution options and the advantages of them. It is accompanied by printable notes. | Tipp FM and Lynch Solicitors | <https://www.lynchsolicitors.ie/news/adr-alternative-dispute-resolution-an-alternative-to-court/> |
| Conflict Management Strategies | Online article | An accessible explanation of 5 strategies for managing conflict | Eric Dontigney | <http://smallbusiness.chron.com/5-conflict-management-strategies-16131.html> |
| Mediation | Book | This practical guide is excellent for guiding a learner through the mediation process; given in clear and logical steps. | Jennifer E. Beer | <http://www.easons.com/p-928628-the-mediators-handbook.aspx?gclid=CPmh-cKRk9UCFYSp7QodDSoJtg> |
| Posters | Link to images for posters on mediation. | www.google.ie | <https://www.google.ie/search?q=the+mediation+process&tbm=isch&tbo=u&source=univ&sa=X&ved=0ahUKEwidoYCvlJPVAhWBLcAKHSl0C6gQsAQIew&biw=1422&bih=777> |
| YouTube Video | This shows the main stages of a mediation session – it is particularly for an example of an opening statement. | Jean Munroe | <https://www.youtube.com/watch?v=heUcre2d9wg> |
| YouTube Video | An interesting pictorial representation of what a mediator does. | Edward Nelson | <https://www.youtube.com/watch?v=KTONZIFm1t4> |
| YouTube Video /Roleplay | A simple example of mediation carried out by students. | Patty Farris | <https://www.youtube.com/watch?v=9Oji5dxQemQ> |
| YouTube Video / Roleplay | A well-presented and interesting workplace dispute and mediation; a roleplay. | www.acas.org.uk | <https://www.youtube.com/watch?v=LO3OMVWN8lk> |
| Book | *Basic Skills for the New Mediator. Second Edition.* This concise guide is accessible and interesting and traces the mediation process and the role of the mediator in brief chapters. It is mostly writing in a question and answer format that is useful. | Allan H. Goodman  Solomon Publications | <https://www.amazon.com/Basic-Skills-New-Mediator-Second/dp/0967097339> |
| Negotiation | Online Book Chapter | *Negotiating Conflicts*. The most useful part of this is the strengths and weaknesses of the different negotiating strategies. | www.fao.org | <http://www.fao.org/docrep/w3210e/w3210e0b.htm> |
| Free online course | This free online course guides the learner though the elements of negotiation, covering areas like negotiation strategies, skills and phases of negotiation. It involves videos, quizzes and assessments. | Dr Andrew Heys | <https://www.open2study.com/courses/negotiation-and-conflict-resolution> |
| Online article and poster | Clear list of negotiating skills and an image that can be used as a poster. | Businessphrases.net | <http://www.businessphrases.net/negotiation-skills/> |
| Arbitration | Online article | Good sum up of the advantages and disadvantages of arbitration | Terry Gorry | <http://businessandlegal.ie/alternative-dispute-resolution-mediation-and-arbitration> |
| Book | *Basic Skills for the New Arbitrator. Second Edition.* This concise guide is accessible and interesting and traces the arbitration process and the role of the arbitrator in brief chapters. It is mostly writing in a question and answer format that is useful. | Allan H. Goodman  Solomon Publications | <https://www.amazon.com/Basic-Skills-New-Arbitrator-Second/dp/0967097320> |
| Communication Skills in Conflict Resolution | Online tutorial | An informative video on the key communication skills like active listening and the use of ‘I’ and ‘you’ statements etc. | Marlene Johnson | <https://www.sophia.org/tutorials/effective-conflict-resolution-language-how-you-say--5> |
| Online article | A clear sum up of the elements of active listening. | Skills You Need.com | <https://www.skillsyouneed.com/ips/active-listening.html> |
| Book | *Nonviolent Communication. A Language of Life.* A useful look at the different ways to communicate without offending others, including good information on empathy, expressing feelings, conflict resolution etc. Written in an engaging and accessible manner. | Marshall B. Rosenberg, PhD | <https://books.google.ie/books/about/Nonviolent_Communication_A_Language_of_L.html?id=nY4tDDO93E8C&redir_esc=y> |
| Case Study | A case study on a situation between roommates with good examples of statements which could be used and their effectiveness. | Study Guides and Strategies | <http://www.studygs.net/conflex.htm> |
| De-escalating conflict | Tutorial | Useful online tutorial that gives clear tips for dealing with and de-escalating conflict. Each section ends with a scenario an activity and feedback. | www.dec.nsw.gov.au/ | <https://sielearning.tafensw.edu.au/MCS/9362/Sterilisation%20disk%203/lo/7380/7380_00.htm> |
| Requests, interests, demands, points of view, and positions. | Quiz | Handy quiz to help learners distinguish between positions and interests. | Justice Education Society | <http://www.adminlawbc.ca/sites/default/files/docs/positions-from-interests.pdf> |
| PDF Guide | Good explanation of the difference between interests and positions. | www2.ed.gov | <http://www.fmptic.org/sites/default/files/7%20f%20-%20Separating%20Interests%20from%20Positions.pdf> |
| Online article | Contains simple statements that show exactly what interests are. | Chuck Doran and Megan Winkeler | <https://www.mwi.org/what-are-interests/> |
| Multiple topics | PowerPoint/  Slide Share | *Conflict and Types of Conflict.* This slide share is a good overall presentation on conflict, covering topics like nature, sources and types of conflict, and resolution. | Upendra Shekhawat | <https://www.slideshare.net/upshekh/conflict-and-types-of-conflict> |
| Multiple Topics | Book | *Positive Behaviours, Relationships and Emotions: The Heart of Leadership in a School (2017).* Sections on Communication in Conflict and How Leaders Respond to Conflict are very useful and interesting. Written in clear, accessible language. | Jacinta Kitt | [**https://www.amazon.co.uk/dp/1526206609**](https://www.amazon.co.uk/dp/1526206609) |
| Multiple Topics | Book list | A comprehensive list of the best books relating to conflict resolution from the ever-reliable Good Reads. | Goodreads.com | <https://www.goodreads.com/shelf/show/conflict-resolution> |
| Multiple Topics | Book | *Conflict Resolution at Work for Dummies*. Logical and clear guide giving you the tools and skills needed to resolve conflict in the workplace. | Vivian Scott | <https://www.amazon.co.uk/gp/product/0470536438/ref=ox_sc_sfl_title_11?ie=UTF8&psc=1&smid=A3P5ROKL5A1OLE> |
| Multiple Topics | Case Study | A case study in conflict with a detailed analysis. | Mullen Taylor | <http://www.mediate.com/articles/taylor.cfm> |
| Multiple Topics | PowerPoint | *Conflict Resolution PowerPoint*. Accessible PowerPoint presentation on conflict definitions, options for resolution and strategies for a win-win resolution. | www.uen.org | <http://www.uen.org/Lessonplan/downloadFile.cgi?file...Conflict...ppt...Conflict...ppt>  (NB. This link will not open directly; you need to copy and paste it into Google search then click on the Conflict Resolution PowerPoint link and the PowerPoint will automatically download.) |
| Multiple Topics | PowerPoint | A clear PowerPoint presentation on *7 Steps to Effective Conflict Resolution* that includes interesting slides on perspective. | www.conflictresolutionmonth.org | conflictresolutionmonth.org/wp-content/uploads/2013/04/SevenSteps.ppt  (NB. This link will not open directly; you need to copy and paste it into Google search then click on the relevant link and the PowerPoint will automatically download.) |

**Useful Organisations:**

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| **Name** | **Contact Information** |
| The Mediators’ Institute of Ireland | <http://www.themii.ie/#sthash.JtytFrpw.dpbs> |
| Mediate Ireland | <https://www.mediateireland.com/> |
| Arbitration Ireland | <https://www.arbitrationireland.com/> |
| Chartered Institute of Arbitrators – Ireland Branch | <https://www.ciarb.ie/> |
| Conflict Resolution Ireland | <http://www.conflictresolution-ireland.ie/> |
| Workplace Relations | <http://www.lrc.ie/en/> |

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| **MOOCs (Massive Online Open Courses)** | |
| Free access to online courses  Search regularly for new courses and new start dates | <https://www.mooc-list.com/> |
| Free online conflict resolution courses | <https://www.class-central.com/tag/conflict%20resolution> |
| Alison.com online courses in Conflict Resolution | <https://alison.com/courses?q=conflict+resolution+&sorting=relevance> |