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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 CollierVivid 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 BowUniversity 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 WolffJenette 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](https://www.amazon.co.uk/gp/product/0470536438/ref%3Dox_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 coursesSearch 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>  |