



## International Journal of Research in Academic World



Received: 20/November/2023

IJRAW: 2023; 2(12):57-61

Accepted: 26/December/2023

# Role of Conflict Resolution Training in Peace, Harmony and Value Education in the age of Globalization

\*<sup>1</sup>Dr. Hari Krishan\*<sup>1</sup>Assistant Professor, Department of Education, Beacon Institute of Technology, Meerut, Uttar Pradesh, India.

### Abstract

The term globalization refers to the processes of international integration arising from the interchange of world views products, ideas, and other aspects of culture. Integration of ideas exists when we live with harmony and peace with each other. Peace and harmony depend upon that how can we live together. There should be an understanding, which has to be created. It comes not only through listening to each other or talking to each other but also through our values. Values are the abstract thing. It cannot be given or taken directly. It can be observed. To give Value education is a challenge but not impossible. It can be possible through presenting the ideal behavior, co-curricular activities, spiritual activities etc. It can be also given through some training. Conflicts are the big issue in creating global peace. There are several issues that create conflicts in between countries and persons. It is a great idea that if we train the students to resolve the conflicts which affects our values. Conflict resolution training is a part of peace education as it spreads peace and harmony. And in many countries it is the part of education. It is a compulsory subject in some of the countries. In India it should be done same as in other countries. In the present paper Conflict Resolution Training will be explain and subsequently it will be define that how will conflict resolution training contribute in peace, harmony and value education.

**Keywords:** Conflict resolution training, peace education, value education, globalization

### Introduction

*“Since wars begin in the minds of men, it is in the minds of men that the edifice of peace must be constructed.”*

#### UNESCO

Every person has right to development but it should not be unethical. The right to development implies the right to improvement and advancement of economic, social, cultural and political conditions. Improvement of global quality of life means the implementation of change that ensures every person a life of dignity or life in a society; that respects and helps realize all human rights. These changes must include the eradication and alleviation of widespread conditions of poverty, unemployment, and inequitable social conditions. Sustainable development ensures the well-being of the human person by integrating social development, economic development, and environmental conservation and protection. When we talk about values, it is more or less related to social development. Social development implies that the basic needs of the human being are met through the implementation and realization of human rights. Basic needs include access to education, health services, food, housing, employment, and the fair distribution of income. Social development promotes democracy to bring about the participation of the public in determining policy, as well as creating an environment for accountable governance. Social development works to

empower the poor to expand their use of available resources in order equitable treatment of women, children, people of indigenous cultures, people with disabilities, and all members of populations considered most vulnerable to the conditions of poverty. So many other factors are present in India that affects our society and development. Hierarchy systems of cast, violence, conflicts, value crisis are some big issues. It is necessary to get rid of these issues for global development. We should live together as a family and every issue should be considered as a problem of whole world. Conflict resolution training can be the best option to remove all these concerning issues and to inculcating values, creating peace and harmony. Because if we have ideas that how to remove the conflicts and trained for its resolution then definitely it will help in our educational system and society, especially in India. *In the present paper Conflict Resolution Training will be explain and subsequently it will be define that how will conflict resolution training contribute in peace, harmony and value education.*

### Objectives of the Study

- To explain conflict resolution training, its need and importance in India.
- To explain the contribution of conflict resolution training in Peace, harmony and value education.

## Research Design

The study is an exploratory study. The information used to complete this study is varied to determine the rationale for the study; a literature review gained the sufficient theoretical material to ground the basis of the study.

## Globalization

Globalization undoubtedly, appears to be one of the most prominent aspects of the present century. Consequently, laws, economies, and social engagements seem to now form at the global level. Professionals, politicians, intellectuals and journalists seem to treat the global trends as both predictable and generally welcome. And for some of the world's population, globalization has increasingly become a catch phrase or buzzword and may mean getting rid of the old ways of life and hostile livelihoods and cultures (Guinness, 2003).

The term globalization refers to the processes of international integration arising from the interchange of world views, products, ideas, and other aspects of culture. Mostly it is related to-

- Economical
- Environmental
- Clinical
- Social Aspects
- Legislative Aspects

## Value Education

Life without proper values will be chaotic and disastrous leading to unspeakable danger. The role of value education is so sift, understand and finally bring noble values that should shape any individual. It helps to promote thought, motives and attitudes to be fully human persons. A value is a guide a norm, principle by which a person lives.

“Values are the ideals, beliefs or norms which a society or the large majority of a society's members holds”-Kane

“Values are the principles and fundamental convictions which act as general guides to behavior, the standards by which particular action are judged as good or desirable.”-Hastead, Taylor and Taylor

## Contribution of Conflict Resolution Training in Peace, Harmony and Value Education

*Peace education in UNICEF* refers to the process of promoting the knowledge, skills, attitudes and values needed to bring about behaviour changes that will enable children, youth and adults to prevent conflict and violence, both overt and structural; to resolve conflict peacefully; and to create the conditions conducive to peace, whether at an intrapersonal, interpersonal, intergroup, national or international level. Most of the countries started the peace education program and given the guidelines. But there is no uniformity. India is only fighting against violence and social hierarchy system of the country. In India there is no proper educational plan for peace and there is no proper channel to create awareness on it. Like the country Peru started nationwide civic movement called “So It Doesn't Happen Again”. This type of movement can create awareness in our country. We can do “Nukkad Natak”, forming a TV program like “Satyamev Jayte” and other programs. Peace education is an essential component of quality basic education that promotes the knowledge, skills, attitudes, and values needed to bring behavior changes that enable children, youth, and adults to prevent overt and structural conflict and violence; to resolve conflict peacefully; and to create the conditions conducive to peace at

intrapersonal, interpersonal, intergroup, national, or international levels (Fountain, 1999). According to Wikipedia, Peace Education is the process of acquiring the values, the knowledge and developing the attitudes, skills and behaviours to live in harmony with oneself, with others and with the natural environment.

Peace education includes the following training:

- i). Conflict resolution training
- ii). Democracy education
- iii). Human rights education
- iv). Worldview transformation

**1. Conflict Resolution Training:** peace education programs centered on conflict resolution typically focus on the social-behavioural symptoms of conflict, training individuals to resolve inter personal disputes through techniques of negotiation and mediation. Learning to manage anger, fight fair and improve communication through skills such as

- Listening
- Turn-taking
- Identifying needs
- Separating facts from emotions
- Constitute the main elements of these programs.

**2. Democracy Education:** Democracy education constitutes political processes associated with conflict, and postulates that with an increase in democratic participation the likelihood of societies resolving conflict through violence and war decreases.

**3. Human Rights Education:** It centered on raising awareness of human rights typically focus at the level of policies that humanity ought to adopt in order to move closer to a peaceful global community.

Human Rights Education is a lifelong process of teaching and learning that helps individuals develop the knowledge, skills, and values to fully exercise and protect the human rights of themselves and others; to fulfill their responsibilities in the context of internationally agreed upon human rights principles; and to achieve justice and peace in our world.

**4. Worldview Transformation:** It is the new approach in Peace education which comes from psychology. It recognizes the developmental nature of human psychosocial dispositions. Essentially, while conflict promoting attitudes and behaviours are characteristic of earlier phases of human development, unity promoting attitudes and behaviours emerge in later phases of healthy development.(H.B. Danesh)

In all these conflict resolution training is the new term in India. New in the sense that every person is fighting against violence and hierarchy system of cast, here in India. However in other countries it is started as a part of education. To know the conflict resolution training we should know that what is conflict resolution?

## Conflict Resolution

Conflict, arguments, and change are natural parts of our lives, as well as the lives of every agency, organization, and nation. Conflict resolution is a way for two or more parties to find a peaceful solution to a disagreement among them. The disagreement may be personal, financial, political, or emotional.

When a dispute arises, often the best course of action is negotiation to resolve the disagreement.

The goals of negotiation are:

- To produce a solution that all parties can agree to
- To work as quickly as possible to find this solution
- To improve, not hurt, the relationship between the groups in conflict

Conflict resolution through negotiation can be good for all parties involved. Often, each side will get more by participating in negotiations than they would by walking away, and it can be a way for your group to get resources that might otherwise be out of reach.

### Need of Conflict Resolution

The main goal of negotiation with your opposition is to come to an agreement that benefits all parties.

Some other good reasons to negotiate are:

- To understand more about those whose ideas, beliefs, and backgrounds may be different from your own. In order to resolve a conflict, you'll need to look at the conflict from your opponent's point of view and learn more about this person or group's perspective and motivations.
- To ensure that your relationships with opponents continue and grow. If you make peace with your opponents, you increase your own allies in the community. Successful negotiations pave the way for smooth relationships in the future.
- To find peaceful solutions to difficult situations. Full-blown battles use up resources--time, energy, good reputation, motivation. By negotiating, you avoid wasting these resources, and you may actually make new allies and find new resources!

### Correct timing for Conflict Resolution Training

Conflict resolution is appropriate for almost any disagreement. Our daily lives offer plenty of opportunities for negotiation-between parents and children, co-workers, friends, etc., and as a result, you probably already have a variety of effective strategies for resolving minor conflicts. But for more serious conflicts, and conflicts between groups rather than individuals, you may need some additional skills. How, for example, should you structure a meeting between your group and your opponent? When should you settle, and when should you fight for more? How should you react if your opponent attacks you personally? It should be on correct time otherwise it affects oppositely. We should talk each other to resolve the matter at correct timing.

### Steps of Conflict Resolution

There are seven steps to successfully negotiating the resolution of a conflict:

- i). Understand the conflict
- ii). Communicate with the opposition
- iii). Brainstorm possible resolutions
- iv). Choose the best resolution
- v). Use a third party mediator
- vi). Explore alternatives
- vii). Cope with stressful situations and pressure tactics

### 1. Understand the Conflict

Conflicts arise for a variety of different reasons. It is important for you to define clearly your own position and interests in the conflict, and to understand those of your opponent. Here are some questions to ask yourself so that you can better define the conflict.

#### • Interests

- i). What are my interests?
- ii). What do I really care about in this conflict?
- iii). What do I want?
- iv). What do I need?
- v). What are my concerns, hopes, fears?

#### • Possible Outcomes

What kinds of agreements might we reach?

#### • Legitimacy

- i). What third party, outside of the conflict, might convince one or both of us that a proposed agreement is a fair one?
- ii). What objective standard might convince us that an agreement is fair? For example: a law, an expert opinion, the market value of the transaction.
- iii). Is there a precedent that would convince us that an agreement is fair?

#### • Their Interests

- i). What are the interests of my opposition?
- ii). If I were in their shoes, what would I really care about in this conflict?
- iii). What do they want?
- iv). What do they need?
- v). What are their concerns, hopes, fears?

Interests play an important role in better understanding conflict. Often, groups waste time "bargaining over positions." Instead of explaining what the interests of their position are, they argue about their "bottom line." This is not a useful way to negotiate, because it forces groups to stick to one narrow position. Once they are entrenched in a particular position, it will be embarrassing for them to abandon it. They may spend more effort on "saving face" than on actually finding a suitable resolution. It is usually more helpful to explore the group's interests, and then see what positions suit such interests.

### 2. Communicate with the Opposition

Now that you have thought through your own interests and those of the other party, you can begin to communicate directly with your opposition. Here are some tips for productive talks:

- i). **Listen:** Their opinions are important to you, because their opinions are the source of your conflict. If something is important to them, you need to recognize this. Recognizing does not mean agreeing, of course!
- ii). **Let everyone participate who wants to:** People who participate will have a stake in a resolution. They will want to find a good compromise.
- iii). **Talk about your strong emotions:** Let the other side let off steam.
- iv). **Don't, however, react to emotional outbursts!:** Try an apology instead of yelling back. Apologizing is not costly, and is often a rewarding technique.
- v). **Be an active Listener:** Rephrase what you're hearing as a question: "Let me see if I'm following you. You're saying that... Have I got that right?" You can still be firm when you're listening.
- vi). **Speak about yourself, not the other Party:** In the textbook example, you might say, "I feel angry to know that my children are reading this old-fashioned textbook," rather than, "How could you choose such a racist book?"

- vii). **Be Concrete, but Flexible:** Speak about your interests, not about your position.
- viii). **Avoid Early Judgments:** Keep asking questions and gathering information.
- ix). **Don't tell the Opposition:** *"It's up to you to solve your problems." Work to find a solution for everyone.*
- x). **Find a Way to Make their Decision Easy:** Try to find a way for them to take your position without looking weak, but don't call it a way for them to "save face." Egos are important in negotiations!

### 3. Brainstorm Possible Resolutions

Now that you know what the interests of both parties are, and how to better communicate with the opposition, you can start thinking about solutions. Look at all of the interests you have listed, for you and for your opponents, and look for common interests. Often both parties share many interests--for example, both groups may want stability and public respect. Before you hold a brainstorming meeting, think carefully about how you'll set up the meeting. Write a clear purpose statement for the meeting. Try to choose a small group of 5-8 people total. Hold the meeting in a different environment from your usual setting. Make sure the setting is an informal one where people feel comfortable and safe. Find an unbiased facilitator, someone who can structure the meeting without sharing his or her own feelings about the conflict.

To begin brainstorming, decide whether you want to brainstorm with your opposition, or with only your group. In either case, you will want to establish some ground rules.

- Work on coming up with as many ideas as possible. Don't judge or criticize the ideas yet--that might prevent people from thinking creatively.
- Try to maximize (not minimize) your options.
- Look for win-win solutions, or compromises, in which both parties get something they want.
- Find a way to make their decision easy
- During the meeting, seat people side by side, facing the "problem"--a blank chalkboard or large pad of paper for writing down ideas. The facilitator will remind people of the purpose of the meeting, review the ground rules, and ask participants to agree to those rules. During the brainstorming session, the facilitator will write down all ideas on the chalkboard or pad.

### 4. Choose the best Resolution

After the meeting, you will need to decide which resolution is best. Review your brainstorm ideas. Star the best ideas--these are what you will work with during the conflict resolution process. Set a time to discuss them and determine which idea is the best.

The goal here is to use both groups' skills and resources to get the best result for everyone. Which resolution gives both groups the *most*? That resolution is probably the best one.

### 5. Use a third Party Mediator

As you are brainstorming and choosing a good resolution, you may want to use a third party mediator. This is a person who is not from your group or your opponent's group, but whom you both trust to be fair. Your mediator can help both sides agree upon a standard by which you'll judge your resolution. Standards are a way to measure your agreement. They include expert opinions, law, precedent (the way things have been done in the past), and accepted principles.

For example:

Let's say you're building a new playground for your town's elementary school. You disagree with the superintendent about what kinds of materials you'll use to build the playground. The superintendent wants to use chemical-treated wood, but you feel it's unsafe. A mediator might read the current guidelines of the lumber industry and tell you which kinds of wood are considered safe for children. Maybe you and the superintendent will agree to follow the lumber industry's advice--in other words, to use that as the standard. Your mediator could also, for example, run your brainstorming session.

Here are some other possible jobs for a mediator:

- Setting ground rules for you and your opponent to agree upon (for example, you might both agree not to publicly discuss the dispute)
- Creating an appropriate setting for meetings
- Suggesting possible ways to compromise
- Being an "ear" for both side's anger and fear
- Listening to both sides and explaining their positions to one another
- Finding the interests behind each side's positions
- Looking for win-win alternatives
- Keeping both parties focused, reasonable, and respectful
- Preventing any party from feeling that it's "losing face"
- Writing the draft of your agreement with the opposition

Perhaps Harriet is considering quitting her job because her boss wants to transfer her to another office. The mediator might say, "It sounds like Harriet doesn't care about transferring to the downtown office. What she's worried about is losing rank. Harriet, do you agree with that? Ms. Snell, do you understand Harriet's concern? How can we assure Harriet that she won't lose rank if she agrees to transfer?"

### 6. Explore Alternatives

There may be times when, despite your hard work and good will, you cannot find an acceptable resolution to your conflict. You need to think about this possibility before you begin negotiations. At what point will you decide to walk away from negotiations? What are your alternatives if you cannot reach an agreement with your opponent?

It is important that you brainstorm your alternatives to resolution early on in the negotiation process, and that you always have your best alternative somewhere in the back of your mind. As you consider possible agreements with your opponent, compare them to this "best" alternative. If you don't know what the alternative is, you'll be negotiating without all the necessary information!

In order to come up with an alternative, start by brainstorming. Then, consider the pros and cons of each alternative. Think about which alternative is realistic and practical. Also think about how you can make it even better.

At the same time, don't forget to put yourself in the shoes of your opposition. What alternatives might they have? Why might they choose them? What can you do to make your choice better than their alternative?

Roger Fisher and Danny Ertel call this alternative your BATNA--Best Alternative to a Negotiated Agreement. You can read more about BATNA in their book *getting ready to Negotiate*.

### 7. Cope with Stressful Situations and Pressure Tactics

So far, we've talked about how to negotiate with a fairly reasonable opponent. However, you need to be prepared to negotiate with all kinds of opponents, both reasonable and

unreasonable. What if your opponent is more powerful and influential than you are? What if they refuse to meet or talk with you?

All of these situations are stressful, and intended to put extra pressure on you to make a quick decision in the opposition's favor. When a situation like this takes place, stay calm and go slow. Don't get angry or make a rushed decision. Instead, talk about the pressure tactic without judging.

### **Conclusion and Recommendations**

Here are some suggestions which should be added in our educational system of India. It will be beneficial for us.

- To create a proper uniform educational plan for peace education.
- To include peace education as a compulsory subject in curriculum from basic to higher education.
- To add conflict resolution training in teacher training.
- To organize awareness program through TV programs and different methods of awareness.
- Conflict resolution training and human rights education should be compulsory.
- The main purpose of Conflict resolution training should be inculcating values, peace and harmony.

Thus it is not a tough task. By creating few things if we can solve the big issues then we should take that step essentially. Especially in India it is very necessary as we see the violence everywhere. It will be the better solution for that violence because it is the time to change our mentality. When it will come in our mind that what is right and what is wrong, only then we can decide our right way to think, to work and to develop.

### **References**

1. James S. Peace Education, Exploring Ethical and Philosophical Foundation, 2008.
2. Encyclopedia of Peace Education
3. Fountain S. Education for conflict resolution: training for trainers manual. New York, UNICEF, 1997.
4. UNICEF Rwanda. 'Education for peace-Rwanda', 1997.
5. James L. Roush : Builders of National Cultures of Peace
6. Debus, Mary, 1988. The Handbook for Excellence in Focus Group Research. Washington D.C., Academy for Educational Development/Healthcom.
7. Bisno H. *Managing Conflict*. Newbury Park, MA: Sage Publications, 1988.
8. Evarts W *et al. Winning through accommodation: The mediator's handbook*. Dubuque, IA: Kendall/Hunt, 1983.
9. Fisher R, Ertel D. *Getting ready to negotiate: The getting to yes workbook*. New York, NY: Penguin, 1995.