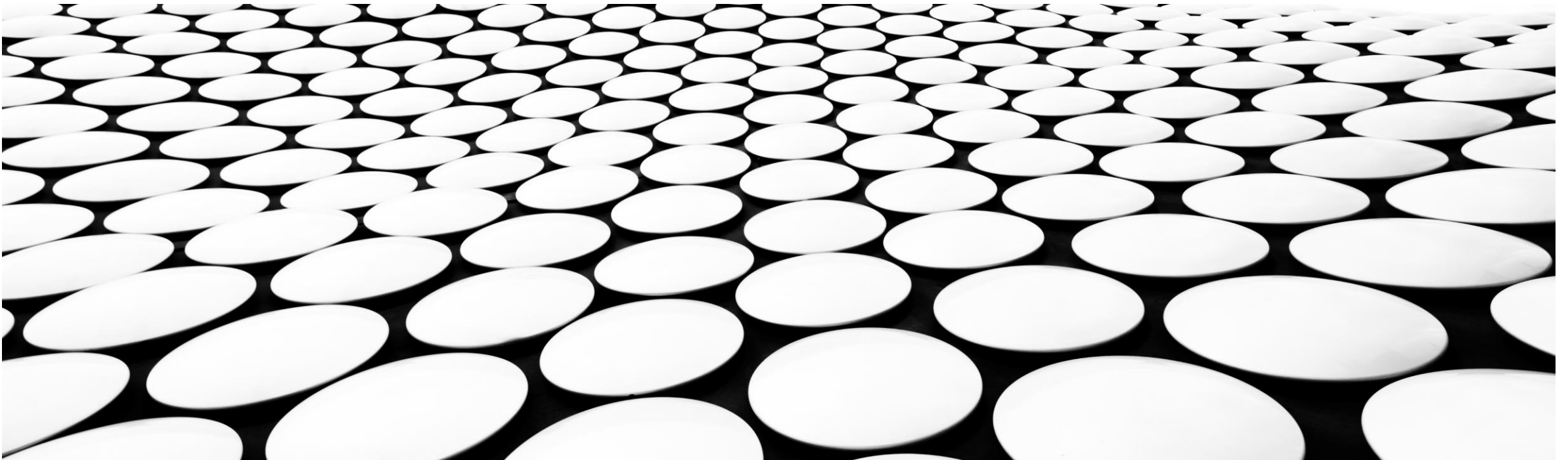# THE STRATEGIES & HISTORY OF
CONFLICT RESOLUTION (LAW & SECURITY)

BY GREGORY A. BRITT (AT TRILLIUM COLLEGE)

7 STEPS OF CONFLICT RESOLUTION (WORKPLACE METHOD)

- **Here are seven-steps for an effective problem-solving process.**

1. Identify the issues. Be clear about what the problem is. ...

2. Understand everyone's interests. ...

3. List the possible solutions (options) ...

4. Evaluate the options. ...

5. Select an option or options. ...

6. Document the agreement(s). ...

7. Agree on contingencies, monitoring, and evaluation.

Seven Steps for Effective Problem Solving in the Workplace. Mediate.com - Find Mediators - World's Leading Mediation Information Site. (n.d.). https://www.mediate.com/articles/thicks.cfm.

1. IDENTIFY THE ISSUES.

- Be clear about what the problem is.

- Remember that different people might have different views of what the issues are.

- *Separate the listing of issues from the identification of interests (that's the next step!).*

2. UNDERSTAND EVERYONE'S INTERESTS.

- This is a critical step that is usually missing.

- Interests are the needs that you want satisfied by any given solution. We often ignore our true interests as we become attached to one particular solution.

- The best solution is the one that satisfies everyone's interests.

- This is the time for active listening. Put down your differences for awhile and listen to each other with the intention to understand.

- *Separate the naming of interests from the listing of solutions.*

3. LIST THE POSSIBLE SOLUTIONS (OPTIONS)

- This is the time to do some brainstorming. There may be lots of room for creativity.
- *Separate the listing of options from the evaluation of the options.*

4. EVALUATE THE OPTIONS.

- What are the pluses and minuses? Honestly!
- *Separate the evaluation of options from the selection of options.*

5. SELECT AN OPTION OR OPTIONS.

- What's the best option, in the balance?

- Is there a way to "bundle" a number of options together for a more satisfactory solution?
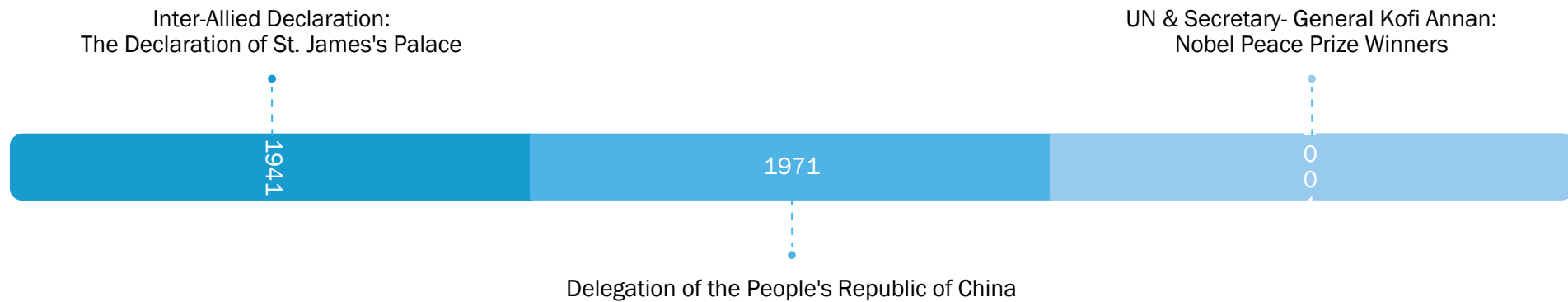
6. DOCUMENT THE AGREEMENT(S).

- Don't rely on memory.

- Writing it down will help you think through all the details and implications.

7. AGREE ON CONTINGENCIES, MONITORING, AND EVALUATION.

- Conditions may change. Make contingency agreements about foreseeable future circumstances (If-then!).

- How will you monitor compliance and follow-through?

- Create opportunities to evaluate the agreements and their implementation. ("Let's try it this way for three months and then look at it.")

BRIEF GLANCE OF THE UNITED NATIONS HISTORY ON CONFLICT RESOLUTION

Inter-Allied Declaration:
The Declaration of St. James's Palace

UN & Secretary- General Kofi Annan:
Nobel Peace Prize Winners

1941

1971

2001

Delegation of the People's Republic of China

Nations. (n.d.). *History of the United Nations*. United Nations. https://www.un.org/en/about-us/history-of-the-un.

1941 - Inter-Allied Declaration: The Declaration of St. James's Palace

- (Signed in London on 12 June 1941, the Inter-Allied Declaration was a first step towards the establishment of the United Nations.)

1953 - SECOND SECRETARY-GENERAL DAG HAMMARSKJÖLD (SWEDEN)

- The General Assembly nominates Dag Hammarskjöld as Secretary General of the United Nations.

- Mr. Hammarskjöld serves as Secretary-General from 10 April 1953 to 18 September 1961 as his term is cut short by a tragic fatal plane crash.

1961 - UNSG DAG HAMMARSKJOLD:
NOBEL PEACE PRIZE WINNER (POSTHUMOUSLY)

- UN Secretary-General Dag Hammarskjöld is awarded the Nobel Peace Prize posthumously in 1961.

- "Dag Hammarskjöld never departed from the path he had chosen from the very first: the path that was to result in the UN's developing into an effective and constructive international organization, capable of giving life to the principles and aims expressed in the UN Charter." - the Nobel Committee

1971 - THE PEOPLE'S REPUBLIC OF CHINA

- The General Assembly votes to seat representatives of the People's Republic of China.

1981 - UNHCR:
NOBEL PEACE PRIZE WINNER

- UN High Commissioner for Refugees is awarded the Nobel Peace Prize for the second time, for its assistance to Asian refugees.

- "He who puts his faith in the restoration of human dignity cannot be wrong." - High Commissioner Poul Hartling, at his speech at the Nobel Lecture
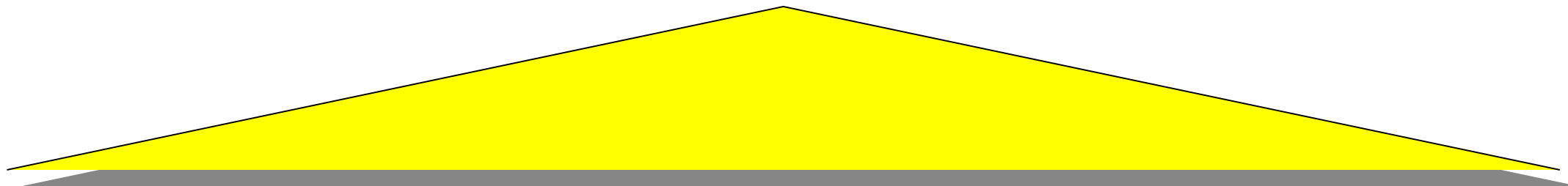
1991 - ANGOLA: CEASE-FIRE

- A cease-fire in the 16-year civil war in Angola is negotiated, then administered by the UN Angola Verification Mission (UNAVEM II).

2001 - UN & SECRETARY- GENERAL KOFI ANNAN: NOBEL PEACE PRIZE WINNERS

- The Nobel Peace Prize is awarded to the UN and to Secretary-General Kofi Annan for "their efforts in favor of a better organized and more peaceful world".

2011 - REPUBLIC OF SOUTH SUDAN

- The Republic of South Sudan formally seceded from Sudan as a result of an internationally monitored referendum held in January 2011. *(9 July 2011)*

- The Republic of South Sudan is admitted as a new Member State by the United Nations General Assembly. *(14 July 2011)*

The End