
Graduate Certificate in English Language Teaching Leadership and Management

Communication and Conflict Resolution

****Alternative Dispute Resolution (ADR):**** A set of processes and techniques that help parties in a dispute come to an agreement without going to court. ADR includes methods such as mediation, arbitration, and negotiation.

****Assertive Communication:**** A style of communication that involves expressing one's thoughts, feelings, and needs in a direct, honest, and respectful manner. Assertive communication helps to maintain positive relationships and prevent conflicts.

****Active Listening:**** A communication technique that involves fully concentrating on what the other person is saying, providing feedback, and responding appropriately. Active listening helps to build trust, promote understanding, and reduce misunderstandings.

****Barriers to Communication:**** Factors that prevent or hinder the effective transmission and reception of messages between parties. Examples of barriers to communication include language differences, cultural differences, physical distance, and noise.

****CBT (Cognitive Behavioral Therapy):**** A type of psychotherapy that focuses on changing negative thought patterns and behaviors that contribute to conflicts and other psychological problems. CBT is often used in conflict resolution to help parties identify and challenge their assumptions and biases.

****Collaborative Conflict Resolution:**** A approach to conflict resolution that emphasizes cooperation, communication, and problem-solving. Collaborative conflict resolution aims to find a mutually beneficial solution that satisfies the needs and interests of all parties involved.

****Communication Styles:**** The way individuals communicate, which can be categorized into four main styles: aggressive, passive, passive-aggressive, and assertive. Understanding communication styles can help to improve communication and prevent conflicts.

****Conflict:**** A disagreement or difference of opinion between two or more parties that can lead to tension, hostility, and negative emotions. Conflict can arise from differences in values, beliefs, goals, or needs.

****Conflict Resolution:**** The process of identifying, addressing, and resolving conflicts in a constructive and peaceful manner. Conflict resolution can involve various techniques, such as negotiation, mediation, and arbitration.

****Culture:**** The shared values, beliefs, customs, behaviors, and artifacts that characterize a group of people. Understanding culture is essential in cross-cultural communication and conflict resolution, as it can affect how messages are interpreted and how conflicts are managed.

****Decision-Making:**** The process of selecting among different alternatives based on criteria such as

feasibility, effectiveness, and efficiency. Decision-making is an important aspect of conflict resolution, as it helps parties to find a mutually acceptable solution.

****Empathy:**** The ability to understand and share the feelings of another person. Empathy is an important skill in communication and conflict resolution, as it helps to build trust, promote understanding, and reduce misunderstandings.

****Ethics:**** The principles and values that guide behavior and decision-making in a particular context. Ethical considerations are important in communication and conflict resolution, as they can affect the outcome and the relationship between the parties involved.

****Feedback:**** Information provided to a person about their performance, behavior, or communication. Feedback is an important tool in communication and conflict resolution, as it can help to identify areas for improvement and promote learning and growth.

****Gender:**** The social and cultural roles, behaviors, and expectations associated with being male or female. Understanding gender is essential in communication and conflict resolution, as it can affect how messages are interpreted and how conflicts are managed.

****Intercultural Communication:**** The communication that occurs between individuals or groups from different cultural backgrounds. Intercultural communication is an essential skill in today's globalized world, as it helps to promote understanding, respect, and cooperation.

****Interpersonal Communication:**** The communication that occurs between two or more individuals in a social or professional setting. Interpersonal communication is an essential skill in conflict resolution, as it helps to build trust, promote understanding, and prevent misunderstandings.

****Listening:**** The process of receiving, attending to, and interpreting messages from others. Listening is an essential skill in communication and conflict resolution, as it helps to build trust, promote understanding, and reduce misunderstandings.

****Mediator:**** A neutral third party who facilitates communication and negotiation between parties in a dispute. The mediator's role is to help the parties reach a mutually acceptable solution without imposing a decision.

****Negotiation:**** The process of communicating and bargaining with others to reach an agreement or a compromise. Negotiation is an important aspect of conflict resolution, as it helps parties to find a mutually beneficial solution that satisfies their needs and interests.

****Nonverbal Communication:**** The messages that are conveyed through body language, facial expressions, gestures, and other nonverbal cues. Nonverbal communication is an essential aspect of communication and conflict resolution, as it can affect how messages are interpreted and how conflicts are managed.

****Power Dynamics:**** The distribution of power and influence between parties in a relationship or a conflict. Understanding power dynamics is essential in conflict resolution, as it can affect the outcome and the relationship between the parties involved.

****Problem-Solving:**** The process of identifying, analyzing, and solving problems in a systematic and creative manner. Problem-solving is an important aspect of conflict resolution, as it helps parties to find a mutually acceptable solution that satisfies their needs and interests.

****Trust:**** The confidence and reliability that one party has in another party. Trust is an essential component of communication and conflict resolution, as it can facilitate cooperation, promote understanding, and reduce misunderstandings.

****Win-Win Negotiation:**** A negotiation strategy that aims to find a mutually beneficial solution that satisfies the needs and interests of all parties involved. Win-win negotiation is based on the assumption that there is enough value to be shared among the parties, and that the outcome should be fair and equitable.

****Workplace Conflict:**** A disagreement or difference of opinion between two or more employees or teams in a workplace. Workplace conflict can lead to tension, hostility, and negative emotions, and can affect productivity, morale, and job satisfaction.

Sources:

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