



## Self-evaluation questions to the Chapter V

### “The wider context: an introduction to conflict management and dispute resolution”

1. Visit <http://www.sfhgroup.com/ca/training/online-training/test-your-skills.php> and use the exercises available by clicking "Negotiate with Bill" under "Online Negotiation Course." Complete the negotiation, and answer the questions below <sup>1</sup>[1]:
2. Did you get far? Try to get through to level three.
3. What negotiation strategies can you learn with the exercise? What seems to work and what does not seem effective? Elaborate sufficiently your answers and discuss them with a partner.
4. What are the perceived benefits of negotiation as a general and all-encompassing dispute-resolution method? What are the drawbacks, if any?
5. How can parties that have unequal bargaining power negotiate meaningfully, and in what ways can a facilitator or mediator prevent abuse? Have you ever negotiated with someone who had more bargaining power than you? What were your tactics during the negotiation; did they change? Did you obtain your goal by the conclusion of the negotiation?
6. What are cooperative and competitive interests?
7. Identify a situation in which you would choose mediation as your preferred method of dispute resolution. Why is mediation the best method in this situation? What are the potential benefits and possible difficulties if using mediation in this case?
8. Should mediators be required to be licensed, like attorneys or physicians, before practicing? Justify your answer.
9. Visit again <http://www.sfhgroup.com/ca/training/online-training/test-your-skills.php> and go to Mediation game. Click on "play game" under "The Angry Neighbours." Complete the mediation and try to answer the following questions:

9.1. Could you mediate this dispute successfully? Try again if you could not.

9.2. What assisted negotiation strategies did you employ, and what you could learn anew? What seemed effective and what did not?

10. Discuss the following statements:

10.1. Conflict can be constructive or/and destructive.

10.2. Conflict has been given a bad reputation because it is perversely associated with distress, disharmony, violence, and war.

10.3. Conflict promotes personal and social change and functions as a medium to reach solutions.

10.4. The reality of conflict is sometimes more positive than the appearance of peace.

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<sup>1</sup> Questions adapted from the same source