

**Course Code:** PCS 831

**Proposed Title:** Conflict Analysis and Conflict Resolution

**Credit Hours:** 3

### **Course Objectives**

This course aims to equip students with the knowledge and practical skills necessary to address conflicts through mediation, negotiation, and peace process design. Students will learn to analyze real-world cases, apply proven techniques, and design inclusive, sustainable peace strategies. Emphasis will be placed on ethical considerations, cultural sensitivity, effective communication, and collaborative problem-solving, enabling participants to engage constructively in diverse and complex conflict settings.

### **Learning Outcomes**

Students will be able to:

1. Apply conflict analysis tools to real-world scenarios.
2. Demonstrate mediation and negotiation techniques in simulations.
3. Design structured peace processes using the AU framework.
4. Navigate ethical complexities in conflict work.
5. Analyze the influence of gender, power, and culture on conflict and resolution.
6. Evaluate the role of media and digital platforms in conflict transformation.

### **Course Content**

- 1 Course Introduction: History & Scope of Conflict Resolution
- 2 Conflict Typologies & Galtung's ABC Model
- 3 Analytical Tools: Onion, Tree, Timeline, Stakeholder Mapping
- 4 AU Peace Process Model: Phases & Stakeholder Roles
- 5 Communication Skills: Listening, Reframing, Dialogue
- 6 Negotiation Fundamentals: BATNA, ZOPA, Styles
- 7 Mediation Process: Role of Mediator & Facilitation Methods

- 8 Designing Inclusive Peace Processes (Track I, II, and 1.5 Diplomacy)
- 9 ADR Mechanisms: Arbitration, Restorative & Community Justice
- 10 Ethics in Practice: Neutrality, Confidentiality, Power Imbalances
- 11 Gender, Culture & Power Dynamics in Conflict Resolution
- 12 Media in Conflict & Peacebuilding: Framing, Social Media, SLAPPs
- 13 Resolution Ethics & Advocate Responsibilities
- 14 Simulation Week I: Implementation Phase
- 15 Simulation Week II: Debrief & Reflection
- 16 Emerging Trends: Digital Negotiation, Tech and Nonverbal Cues

### Nature of Assessment

Nature of Examination	Duration	Frequency	Weighting (%age)
End semester Exam	3 hours	1	30 – 50
Mid Term	2 hours	1	15 – 25
Quizzes	-	Minimum: 3	05 – 15
Class Participation	-	-	0 – 5*
Assignments / Project(s) / Case Studies	Own time	-	10 – 40

\*Shall be allocated only if there are no case studies.

### Reading Material

#### Core Books

- Miall, Hugh, Tom Woodhouse, Oliver Ramsbotham, and Christopher Mitchell. 2015. *The Contemporary Conflict Resolution Reader*. Cambridge: Polity.
- Fisher, Roger, William Ury, and Bruce Patton. 2011. *Getting to Yes: Negotiating Agreement Without Giving In*. 3rd ed. New York: Penguin.

- Jeong, Ho-Won. 2008. *Understanding Conflict and Conflict Analysis*. London: Sage.
- Sandole, Dennis J. D., Sean Byrne, Ingrid Sandole-Staroste, and Jessica Senehi, eds. 2008. *Handbook of Conflict Analysis and Resolution*. Abingdon: Routledge.
- Deutsch, Morton, and Peter T. Coleman, eds. 2000. *The Handbook of Conflict Resolution: Theory and Practice*. San Francisco: Jossey-Bass.

### **Articles**

- Benedikt, A., et al. 2020. "Mediation as an Alternative Method of Conflict Resolution: A Practical Approach." *Family Medicine & Primary Care Review* 22 (3).  
<https://doi.org/10.5114/fmpcr.2020.98252>.
- Tarabay, M., et al. 2019. "Ethical Blame Patterns and Media Framing upon Negotiation Failure." *Journal of Media Ethics* 34 (4).  
<https://doi.org/10.1177/1464884918791219>.
- Seidel, Katrin. 2025. "Decentring Standardised Peace Mediation Governance." *The Open Society Local Studies*. <https://opo.iisj.net/index.php/ols/article/view/2158>.
- Musau, Sarah. 2023. "The AU's Role in Conflict Resolution in the Nile River Dispute." *Open Journal of Social Sciences* 11 (1): 361–400.  
<https://doi.org/10.18535/sshj.v8i03.958>.

### **Supplementary Texts on Diplomacy**

- Berridge, G. R. 2015. *Diplomacy: Theory and Practice*. 5th ed. London: Palgrave Macmillan.
- Mapendere, Jeffrey. 2000. "Track One and a Half Diplomacy and the Complementarity of Tracks." *Culture of Peace Online Journal* 2 (1).  
[https://peacemaker.un.org/sites/peacemaker.un.org/files/TrackOneandaHalfDiplomacy\\_Mapendere.pdf](https://peacemaker.un.org/sites/peacemaker.un.org/files/TrackOneandaHalfDiplomacy_Mapendere.pdf)
- Diamond, Louise, and John W. McDonald. 1996. *Multi-Track Diplomacy: A Systems Approach to Peace*. Kumarian Press.
- Sharp, Paul. 2009. *Diplomatic Theory of International Relations*. Cambridge: Cambridge University Press.

