Conflict Management as Forward Looking

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AEM Regional Conference
The Hague, 2013
Key Principles of Organizational Ombudsman Offices

Under the International Ombudsman Association Standards of Practice
Ways in which the Office of the Ombudsman can encourage positive change

• Individual conflict situations
• Organizational learning and change
“Conflict”

Please take 1 minute to think of key terms that come to your mind when you hear or think of the word “conflict”
“Conflict Resolution”

Please take 1 minute and think of key terms that come to your mind when you hear or think of the phrase “conflict resolution”
“Conflict Resolution”

process   equity   voice   communication
agreement   decision-making   justice
options   listening   dignity   responsibility
de-escalation   empowerment   respect
understanding   perspectives   self-reflection
negotiation   information   outcome
improvements   change   empathy
acceptance   fairness   trust   skills
ethics   peace   heard   principles   needs
interests   relationships   reconciliation
apology   forgiveness
Conflict Escalation Cycle

A perceives injury from B

B feels justified to treat A negatively

B dehumanizes A

B perceives A as morally deficient

A perceives B as morally deficient

A dehumanizes B

A feels justified to treat B negatively

B perceives injury from A

B dehumanizes A

B perceives A as morally deficient
Returning to understanding and moving forward

- Lessons learned
- A and B have a harmonious relationship
- Conflict between A and B (and sometimes C)
- Communication and listening during conflict
- Understanding goals and interests
- Guidance on issues and understanding of information
- Ideas and options for moving forward
- Self-reflection
- Reaching a common understanding and honouring it
Learning from Individual, Group and Organizational Participation

• The Micro: Working with individual dispute management and resolution cases
Learning from Conflict and Applying Lessons

- The Macro: Impacting broader organizational learning and improvements
Discussion

• What are some examples of issues that might arise?

• In groups of 2, discuss how in your school, you address conflict with:
  – Students
  – Parents
“The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect...”

Mission of the IB
Thank you