

Communication and conflict resolution



In specialty literature, communication is defined as the first instrument of the human being in its socialization.

A group of young people from Transnistria approached in a completely innovative way, the notion of communication and conflict resolution. This was

possible within the training "Communication and conflict resolution", organized by the Promo-Lex Association.

The training took place in the period 21-22 February 2009, vilage Cocieri, district Dubasari. The training was attended by 29 young people from Transnistria. Most of the participants were pupils from Transnistrian region schools and high schools from Dubosari city, Grigoriopol city, Malaiesti village, Ribnita city, Slobozia city, Tiraspol city, Bender city, Sloboda Rascov village, Camenca district.

The aim of the training was to develop participants' communication skills, argumentative skills and public speaking abilities. As well, the training focused on the effective conflict management and promotion of tolerance in the process of communication between young people.

The training was based on applicative and interactive methods – working within small groups, role-plays and debates on ideas as launched by the trainers and participants. The young people were able to demonstrate their position through well-structured arguments, which facilitated critical thinking and peer to peer education.

Participants had the opportunity to present a speech in front

of their colleagues. Subsequently, the participants watched the videos of their presentations and highlighted the positive moments as well as the issues that needed improvement. Thus, the participants received their first lesson on public speaking by learning the basic rules and also how to avoid common mistakes.

Nonverbal communication was another issue of high interest for the training participants. Of this matter, several games were organized within the training. The games proved to the participants that it is not only important what we say, but also, how we say it. Also, participants learned that particularly nonverbal communication represents the key moment for the avoidance of or, on the contrary, the challenge of an interpersonal conflict.

As for conflict resolution, young people were involved in debates focused on the positive and negative effects of the conflict. Most participants acknowledged openly that, in most situations, they turn to confrontation or avoidance as a mode of behavior in conflict situations as it is simply the easiest. It is more difficult to reach a compromise or collaboration – this requires considerable and conscious effort from all the parties involved in the conflict.

At the end, participants made an assessment of the training and stated that for the most of them, this training was their first experience of non-formal education. Also, the participants realized the importance of effective communication and tolerance at all levels.

Training “Communication and conflict resolution” was organized within the project “Strengthening youth initiative groups from the Transnistrian region”, implemented with financial support from the Royal Netherlands Embassy in Kiev, through Program MatraKAP.

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