

نُحَمِّدُ اللَّهَ الْعَلِيَّ الْعَظِيمَ وَ نُصَلِّي عَلَى رَسُولِهِ الْكَرِيمِ

اعوذ بالله من الشيطان الرجيم
بسم الله الرحمن الرحيم

MAC-Rahma Masjid
2016 January

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Seminar Topics for January 2016

- Effective Communication – Jan 01
- Conflict Resolution – Jan 08
- Anger Management – Jan 15
- Dealing with Peer Pressure and Stress – Jan 22

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Peaceful Families Peaceful Lives

Part 2 Conflict Resolution

By
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at
MAC Centre – Rahma Masjid
Edmonton, AB, January 08, 2016

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يَا أَيُّهَا الَّذِينَ آمَنُوا أَطِيعُوا اللَّهَ وَأَطِيعُوا الرَّسُولَ وَأُولِي الْأَمْرِ مِنْكُمْ فَإِن تَنَازَعْتُمْ فِي شَيْءٍ فَرُدُّوهُ إِلَى اللَّهِ وَالرَّسُولِ إِن كُنتُمْ تُؤْمِنُونَ بِاللَّهِ وَالْيَوْمِ الْآخِرِ ذَلِكَ خَيْرٌ وَأَحْسَنُ تَأْوِيلًا (سورة النساء: ٥٩)

O you who have believed, obey Allah and obey the Messenger and those in authority among you. **And if you disagree over anything, refer it to Allah and the Messenger, if you should believe in Allah and the Last Day. That is the best [way] and best in result.** (4:59)

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Group Discussion

Should boys and girls be given exactly equal privileges by their parents?

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What is Conflict?

A clash or a disagreement about something important **within oneself, or between** individuals, groups, or nations with regards to:

1. Ideas and Opinions
2. Interests and Needs
3. Beliefs and Values
4. Feelings

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Causes of Conflict

- Perceptual Differences
- Variations in Knowledge - Information Gaps
- Differences in Experiences
- Differences in Cultures and Traditions
- Incompatible Needs
- Differences in Beliefs and Values
- Arrogance

Internal vs External Conflicts

Internal Conflicts

1. **Approach – Approach:** Simultaneous attraction to two alternatives.
2. **Approach – Avoidance:** Whether to pursue or avoid an alternative.
3. **Avoidance – Avoidance:** Must choose between two undesirable alternatives.

External Conflicts

1. **Controversy**
2. **Conflict of Interests**
3. **Value Conflicts**

Five Levels of Conflict Escalation

- Insults and Put Downs
- Withdrawal - I can't talk to you anymore
- Accusations and Threats
- Retaliation
- Others are drawn in
- Irreversible Psychological Damage

Effects of Unresolved Conflicts

- Upon Individual
- Upon the family



Resolution

- If conflicts are not resolved promptly, they become more difficult and sometimes impossible to resolve, and may lead to individual emotional break downs and marital/family break ups.
- Effective Communication Skills are pre-requisite for Effective Conflict Resolution.

Principles of Communication Drawn from Our Beloved Prophet's Manners

- Be Attentive
- Show Interest
- Listen Carefully
- Don't Interrupt
- Be Pleasant
- Speak Only When Necessary
- Speak in Short Meaningful Sentences
- Stay on the Topic
- Make Sure You are Understood
- Don't Criticize, Judge, Insult or be Disrespectful

Five Ways of Handling Conflict

- Avoid it
- Accommodate the other person
- Compromise
- Compete for your position
- Collaborate (Both parties are in agreement to a resolution which is mutually desirable)

The First Step – Ask Yourself

- ✓ DO I WANT TO RESOLVE THE CONFLICT?
- ✓ WHAT AM I FEELING?
- ✓ CAN I SEE THE WHOLE PICTURE NOT JUST MY OWN POINT OF VIEW?
- ✓ WHAT DO I WANT TO CHANGE?
- ✓ WHAT ARE THE NEEDS AND ANXIETIES OF EVERYONE INVOLVED?
- ✓ WHAT IS IT LIKE TO BE IN THEIR SHOES?
- ✓ HOW CAN WE MAKE THIS FAIR?
- ✓ WHAT ARE THE POSSIBILITIES?
- ✓ WHAT OPPORTUNITY CAN THIS BRING?
- ✓ CAN WE WORK IT OUT TOGETHER?
- ✓ DO WE NEED A NEUTRAL THIRD PERSON?
- ✓ HOW CAN WE BOTH WIN?

Conflict Resolution Skills

- Effective Communication
- Managing emotions - Depersonalizing
- Mapping the conflict – How did it arise
- Broadening Perspectives – Gather all important information
- Appropriate assertiveness
- Creative response
- Development of Options/Solutions
- Win/win approach – Action Plan and Follow-up
- Co-operative power – Keep the ego out
- Negotiation and Mediation

Principles of Conflict Resolution

1. Listen Actively
2. Think before Reacting
3. Use Direct Communication
4. Assure a Fair Process
5. Attack the Problem not the person
6. Accept Responsibility
7. Look for Interests
8. Don't hang on to Positions
9. Focus on Future
10. Options for Mutual Gain

How to Resolve Controversies

These are basically differences of opinions

1. Debate them out – will work with reasonableness
2. Ignore them – will keep haunting you
3. **Accept them – Agree to disagree**

Resolving Conflicts of Interest

- Conflicts of Interests are relatively easy to resolve. The operative skills here are,
 - Understanding Mutual Interests,
 - Letting go of Strong Positions,
 - Negotiation
 - Arbitration
 - Mediation
- Leading to a Compromise

Guidance from the Holy Qur'an

فَإِنْ خِفْتُمْ شِقَاقَ بَيْنِهِمَا فَابْعَثُوا حَكَمًا مِنْ أَهْلِهِ وَ حَكَمًا مِنْ أَهْلِهَا إِنْ يُرِيدَا إِصْلَاحًا يُوَفِّقِ اللَّهُ بَيْنَهُمَا إِنَّ اللَّهَ كَانَ عَلِيمًا حَكِيمًا (النساء ، ٣٥)

If you fear a breach between the two, appoint an arbitrator from his people and an arbitrator from her people. If they both want to set things right, Allah will bring about reconciliation between them. Allah knows all, well aware of everything." (4:35)

Resolving Value Conflicts

Value Conflicts are hardest to resolve because strong beliefs about right and wrong, good and bad become involved in these. It will require:

- Understanding Values
- Clarifying Values
- Evaluating and Negotiating Resolutions, and
- Turning to Allah (swt) and the Prophet (saw) for non-negotiable, belief oriented conflicts.

فَلَا وَرَبِّكَ لَا يُؤْمِنُونَ حَتَّىٰ يُحَكِّمُوكَ فِيمَا شَجَرَ بَيْنَهُمْ ثُمَّ لَا يَجِدُوا فِي أَنفُسِهِمْ حَرَجًا مِّمَّا قَضَيْتَ وَيُسَلِّمُوا تَسْلِيمًا

But no, by your Lord, they can have no (real) faith, until they make you (O Prophet ﷺ) judge in all disputes between them, and find in their souls no resistance against your decisions, but accept them with the fullest conviction. (4:65)

- ✓ Greater quantity and quality of achievement, complex reasoning, and creative problem solving;
- ✓ Higher quality decision making;
- ✓ Healthier cognitive, social, and psychological development by being better able to deal with stress and cope with unforeseen adversities;
- ✓ Increased motivation and energy to take action; higher quality relationships with friends, co-workers, and family members;
- ✓ A greater sense of caring, commitment, joint identity, and cohesiveness with an emphasis on increased liking, respect, and trust;
- ✓ Heightened awareness that a problem exists that needs to be solved; and
- ✓ Increased incentive to change.

(Deutsch, 1973; Johnson & Johnson, 1995a)

Final Words

- What you learned today will be of value only if you practice it. In the end, only practice and new experience will help you change positively.
- If it does not work the first few times, don't give up, practice and faith will make you better at using these new ideas and skills.

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And gives us your feedback