

## 15) Conflict Management and Resolution Summary Report (2022-2023)

### Introduction:

The Conflict Management and Resolution course, conducted by V.M. Salgaocar College of Law, Miramar, was designed to equip participants with essential skills to manage and resolve conflicts effectively. This 20-hour course provided students with a blend of theoretical frameworks and practical tools for addressing disputes constructively from 11<sup>th</sup> – 14<sup>th</sup> April 2023. A total of 19 students enrolled in the program.

**Course Outcomes:** The course successfully achieved the following:


- **Understanding Conflict Dynamics:** Students learned to identify the root causes and dynamics of conflicts in various contexts, including interpersonal, organizational, and societal disputes.
- **Techniques for Conflict Resolution:** Participants were trained in negotiation, mediation, and problem-solving techniques to resolve disputes amicably.
- **Communication Skills:** The course emphasized effective communication as a key tool for managing conflicts, focusing on active listening, empathy, and persuasive dialogue.
- **Application of Legal and Ethical Principles:** Students explored the role of law and ethics in conflict resolution, ensuring fair and just outcomes.

**Evaluation:** Participants were evaluated through:

- **Case Studies:** Practical analyses of real-world conflicts were conducted to assess understanding and application of resolution techniques.
- **Role-Play Exercises:** Students participated in simulated conflict scenarios to practice negotiation and mediation skills.
- **Feedback and Assessment:** Individual contributions during discussions and role-play exercises were reviewed to gauge their grasp of concepts and techniques.

**Conclusion:** The Conflict Management and Resolution course effectively prepared students to address disputes constructively in both personal and professional settings. By combining theoretical knowledge with practical exercises, the program empowered participants to approach conflicts with confidence and competence. The course proved to be a valuable initiative in fostering critical thinking, empathy, and problem-solving skills among its participants.



  
PRINCIPAL  
V. M. Salgaocar College of Law  
Miramar, Panaji - Goa.