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THE USE OF LANGUAGE IN CONFLICT MANAGEMENT AND RESOLUTION

У статті проаналізовано ґрунтовну інформацію, яка дозволяє керувати конфліктами й вирішувати їх за допомогою використання діалогу й належного поширення без яких-небудь упереджених уявлень або впливів.

Ключові слова: вирішальний конфлікт, аргументи, істотний інструмент, обговорення, співпраця.

Vast information, which allows us to know how to manage and settle conflicts by means of the use of dialog and proper distribution of information, is analysed in the article, without some preconceived presentations or preconceived influences.

Key words: resolving conflict, arguments, essential tool, discussion, collaboration.

В статье анализируется обширная информация, которая позволяет управлять конфликтами и разрешать их посредством использования диалога и надлежащего распространения без каких-либо предвзятых представлений или влияний.

Ключевые слова: решающий конфликт, аргументы, существенный инструмент, обсуждение, сотрудничество.

The use of language as a tool for conflict management is seen as a novel approach in linguistic education. The aim of this paper is to examine how the episode of language produce phases and cycles which escalate conflict or move towards its resolution. The study provides a broad base information, which enables us to know how to manage and resolve conflict through the use of dialogue and good or normalized language and proper information dissemination, free from any type of preconceived notion or biased influences.

The contemporary world has witnessed conflicting issues which have resulted among other things, to the loss of lives and property, internal displacement of people, the flow of millions of refugees and general destabilization of human beings. Conflicts does not just erupt without a cause. In other words, certain factors are instrumental to conflicts [4].

Going through the process of resolving conflict we expand people's awareness and give them insight into how they can achieve their goal without undermining others. When conflict is resolved effectively, team members can develop strong mutual respect and a renewed faith in their ability to work together. The good aspect of it is that it pushes individuals to examine their goals and expectation closely, helping them to understand the things that are more important to them, sharpening their focus and enhancing their effectiveness. But conflict can also be disastrous and damaging if it is not handled effectively. It can turn into personal dislike and permanent hatred.

We are aware of the conflict in the Niger-Delta, the Aguleri-Umuleri conflict which is an intra-ethnic antagonism between sub-ethnic factions that belong to the same state of Anambra in Nigeria. We are also aware of other examples of international conflicts like Iran

and Irag, Israel and Lebanon, Russia and Ukraine, and the rest of the Arab world, etc. where conflicts have degenerated to personal and tribal hatred from generation to generation.

The clear conception of the reality of language can be pictured from the fact that it is a system of communication between humans through written and vocal symbols. It is a speech peculiar to an ethnic, national or cultural group. It comprises the articulate or inarticulate expression of thought and feeling by living creatures. It is seen as one of the major attributes of man. Language serves as a mirror of reality for every individual, and the need to learn it is older than human history itself. The fact that man is a communicator, an embodiment of culture whose major tool is language, has given scholars much concern as they strive to discover how human language and communication began. They have equally made efforts to show the relationship between them and what they should do in order to communicate effectively [2].

The role played by language in any nation's socio-political development cannot be over emphasized. An important characteristic of language is its role as a means of communication, and this should be taken here to mean the movement of thoughts or ideas from the speaker's mind (the giver of information) to the listener's mind (the receiver of information) Nwarukweh [5].

Language is the vehicle that conveys human thoughts and reasoning because it is language that gives man the ability to organize his thoughts and convey them to different destinations. Language when negatively used can cause war, provocation, and arguments. But when used positively can always be an instrument for peace-making and resolution of conflicts establishing cordial relationship, entertain, inform and educate. Sometimes, the language employed may expose users tolerance. It can justify the utterance and bargain for sympathy and support. Language is of immense relevance to humanity and a crucial medium of information and effective conveyor of the feelings with which individuals harbor issues. It generates conflict. It can also manage or resolve conflict [1, 3].

When people communicate or interact in peaceful language, a lot will be achieved. Some of the strategies are:

Set up a meeting between the conflicting parties to discuss the issues

Ask them to listen to one another's point of view and to use active listening skill so that everyone feels heard.

Be clear about facts and then work together to agree on a resolution

Get practice by focusing on a relatively mild conflict first, and then try it on a more significant one.

The conflicting parties must be given equal opportunities to air their views.

The reporter must not take side or release any statement or report any issue to the determinant of the other.

The major way of avoiding inflammatory language is to imbibe and exhibit self control during an argument or submission of conflict matters. In the same line of thought is Orijime who argues that "in a conflict or crisis situation, sometimes the language employed may expose the users tolerance unappreciated," thus the out bust may be two dimensional and support for peaceful coexistence [4].

Good public speaking skills are important in every aspect of our life, especially in

conflict resolution. You need to intrigue your audience by using a good language to tell them that which they want to hear. Peace language refers to the use of subtle language and diplomacy to persuade parties in a conflict to cease or withhold hostilities and aggression, and negotiate a peaceful statement of their disputes or misunderstanding. The United Nations bulletin (2000-2008) agitates for the use of peace language and diplomacy in resolving conflicts. This implies that for us to consolidate and strengthen a peaceful atmosphere in a given society there is need to use and apply a good and peaceful language of reconciliation to restore peace in a conflict area. In this regard, facilitators, envoys and observers are deployed to streamline standard operation procedure aimed at restoring calmness and peaceful atmosphere. Best opines that peace language extinguishes the flames of fire and restores calmness. He sees peace language as a mechanism that employs other peaceful efforts. About 80% of the conflicts in Africa were resolved via peaceful language and dialogue. He outlines the conflict management strategies as follows: dialogue, diplomacy, support for democracy, and peace enforcement. These are bye products of peace language. The dispute resolution process achieved through the use of peace language does not strive to determine or affirm who is right or wrong, the "victor" or the vanquished, but to create a conducive atmosphere for unity [2].

An important characteristic of peace language is its ability and role as a means of combating conflict. Conflict is an inevitable phenomenon in any human society. When personal conflict leads to frustration and loss of efficiency, counseling, a bye-product of peace language and conflict management may prove to be a helpful remedy or solution.

Peace language does the following: it does not confuse, it communicates; it does not judge, it discerns; it does not condemn, it coordinates; it does not discriminate, it integrates. Peace language helps to resolve conflict in a civil way making sure that no party is denied the truth. It helps to reduce the negative effects of conflict and enhances the positive outcome for the parties [3].

Conflict management and resolution largely depends on the use of language, effective, communication and the media adopted to transmit messages. Exchange and sharing of information help to dispel rumors, doubts and suspicion. Effective communication and good language play crucial role in conflict resolution and management. For the media to be relevant, they should not lose their reputation by being one sided. A good conflict reporter should avoid the use of sentiments and should avoid the use of judgmental or inflammatory statements. Communications is more than just exchange of information. It's about understanding the emotion and intentions behind the information [4].

There are five basic elements of communication: the communicator (speaker); the message (the issue at stake); the medium of communication; the audience (the listeners) the effect (result/outcome). When the parties involved do their work very well, conflicts will be settled. When we communicate for the purpose of resolving conflict, certain questions need to be answered; thus, how does one know how he has to talk so that another person listens and understands? How does one know if he has been heard and understood? People have known that communication is an important aspect of life but until now no one has ever been able to tell anyone how to communicate so as to resolve or manage a conflict. Until now, they are not properly focused in the works of many writers. Media is the channel of

communication through which messages, experiences and ideas are shared between or among audiences. The media should not be involved in anything that will generate violence and conflict [6]. Having considered the roles of language, media and communication in conflict management and resolution, one should not lose sight of the fact that negative connotations such as declaration of war, provoking argument, inciting people and opposing ideas can also be prevented. It may be true that conflict is inherent and inevitable in human social relation, but all the same, it can be handled, controlled and managed. It is essential for people to be able to work together happily, effectively and without resentment so that teamwork and organization can function effectively to maintain peace and order in a given society [7].

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ВИКОРИСТАННЯ МОВИ ЯК ІНСТРУМЕНТУ УПРАВЛІННЯ КОНФЛІКТАМИ

У статті розглянуто, як керувати конфліктами й розв'язувати їх шляхом використання діалогу й належного поширення інформації, вільної від будь-якого типу упереджених уявлень або впливів. Сучасний світ став свідком суперечливих проблем, які призвели, зокрема, до загибелі людей, знищення майна, внутрішнього переміщення людей, потоку мільйонів біженців і загальної дестабілізації становища людей.

Конфлікт – неминуче явище в будь-якому людському суспільстві. Він може бути катастрофічним і руйнівним, якщо його не врегулювати ефективно. У зв'язку з цим посередники, посланці й спостерігачі спрямовуються для оперативної дії, покликаної відновити спокій і мирну атмосферу.

Неможливо переоцінити значення мови в соціально-політичному розвитку будь-якої держави. Мова – це засіб, який передає людські думки й міркування. Вона

використовується для тонких формулювань і дипломатії, щоб переконати сторони конфлікту припинити військові дії та агресію, домовитися про мирне врегулювання їхніх суперечок чи непорозумінь. Важливою характеристикою мови є її здатність і роль як засобу боротьби з конфліктами.

Мова допомагає врегулювати конфлікт цивільним шляхом. Урегулювання й розв'язання конфліктів багато в чому залежить від ефективності й комунікації засобів масової інформації, що використовуються для передання повідомлень. Обмін інформацією допомагає розвіяти чутки, сумніви й підозри. Ефективна комунікація й хороша мова відіграють вирішальну роль у врегулюванні конфліктів і управлінні ними. Для того щоб засоби масової інформації були актуальними, вони не повинні втрачати свою репутацію. Комунікація – це щось більше, ніж просто обмін інформацією. Ідеться про розуміння емоцій і намірів, що є підґрунтям інформації.

Не слід не брати до уваги, що такі негативні явища, як оголошення війни, провокація суперечок, підбурювання людей і протидія ідеям, також можуть бути попередженні. Контроль і пом'якшення конфліктних ситуацій з метою забезпечення можливості мирного їх розв'язання, здійснюються за посередництвом мови.

Сторонам конфлікту повинні бути надані рівні можливості для вираження своїх думок. Для укріплення й зміцнення мирної атмосфери в тому чи іншому суспільстві нам необхідно використовувати й застосовувати мову примирення для відновлення миру в районі конфлікту.

Конфлікт є невід'ємним і неминучим в соціальних стосунках людини, проте він може контролюватися й ним потрібно керувати. Для людей важливо мати можливість працювати разом щасливо й ефективно, щоб командна робота й організація могли ефективно функціонувати для підтримання миру й порядку в цьому суспільстві.

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