Conflicts are a normal part of life; how we deal with them can make a big difference. Often when people resolve conflicts, one person ends up a winner, and one loses out. This may solve the problem for the moment, but resentment and bad feelings can cause more problems later. Another way to look at conflicts is to try to find a WIN-WIN solution, in which both sides can benefit. In this way, conflicts are turned into opportunities to grow and make things better. This approach is the cornerstone of "conflict resolution" – an important tool for bringing peace into our personal lives, our communities and to our world.

Although people have been using conflict resolution techniques for years, the book, *GETTING TO YES, YES*, presented in 1981 by members of the Harvard Negotiation Project, helped bring important ideas about conflict resolution to the public’s attention. Since then, the field has grown tremendously; today conflict resolution is being practiced in almost every part of society. In many schools around the world, teachers receive conflict resolution training to become better "peacemakers" when conflicts arise in the classroom. Workshops help students learn how to work out their problems nonviolently. By teaching conflict resolution principles in school, children develop habits that will allow them to use these tools to deal with their problems throughout their lives. Organizations that specialize in conflict resolution are being called on to help families, schools, communities, businesses, and even nations to work out their problems.

Conflict Resolution Day, on the third Thursday in October, is the perfect opportunity to raise awareness about the importance of learning the tools and skills that can help us all to work out our differences peacefully.

**Do One Thing for a Better World**

1. Find out more about conflict resolution and WIN-WIN strategies.
2. Help bring a conflict resolution program to your school, community, or workplace.
3. Support organizations that teach conflict resolution.

**Conflict Resolution Links**

- Angries Out (angriesout.com)
- Association for Conflict Resolution (acrcnet.org)
- Alternatives to Violence Project (avpusa.org)
- Conflict Resolution Network (crnhq.org)
- Educators for Social Responsibility (esrnational.org)
- Youth Violence Prevention Resource Center (safeyouth.org)