

**FOURTH  
EDITION**

**WHY NOT *YOU*? WHY NOT *NOW*?**

# SPARK

CHANGEMAKER NETWORK MAGAZINE



**07** Causes of  
**Conflict**

**09** Conflict  
**management**

masfundes  
**CHANGE  
MAKER**  
NETWORK

# Masifunde's Changemaker Network

With the Changemaker Network, Masifunde aims to capacitate learners with knowledge on relevant social topics such as leadership, prevention of gender-based-violence, community safety, bullying or holistic health.

Through the network, the participating learners are empowered to spark change in their schools and communities.

Firstly, Masifunde runs activation workshops in all Grade 9 classes. In these workshops, the learners nominate and select suitable changemakers within their class. The selected learners then join a one-week training.

In this training they learn tools and methods on how to run campaigns and share knowledge with their peers.

Afterwards, on a quarterly basis, the now trained changemakers share the knowledge they have learnt through advocacy school campaigns.

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**More on Masifunde**

[www.masifunde.org](http://www.masifunde.org)

**More on the Changemaker Network**

[www.Change-Maker-Network.org](http://www.Change-Maker-Network.org)



[www.changemaker-network.org](http://www.changemaker-network.org)

## A message from the Alternatives to Violence Project (Eastern Cape) Team

### "Using words that aren't weapons: learning to communicate non-violently

*Nonviolence is a powerful and just weapon . . . which cuts without wounding and ennobles the man who wields it. It is a sword that heals."*

Martin Luther King Jr.  
(1929-1968)

Does the term 'nonviolent communication' bring to mind an image of a gentle, saintlike person whose every word is kind or inspiring? If so, it's time for you to let go of this stereotype and learn that nonviolence is simply self-assertion done properly, without blame or judgement.

NonViolent Communication (NVC) is a simple way of bringing our attention to what we're feeling and how we communicate. NVC underlines the importance of being able to observe ourselves and other people without judgement. When we look closely, we can see how frequently we judge and blame – even ourselves – often quite unintentionally. This judgement is the root cause of the problems we encounter in all our relationships.

Developed by Dr Marshall

Rosenberg (PhD, Psychology), NVC divides the process of human communication into observations, feelings, needs and requests. True observations are what we see or hear neutrally (as a video camera would) without any criticism or judgement – in other words, with as open a mind as possible. For example, "You didn't ask for my opinion when we met" is a neutral observation, but saying "You don't respect anyone's opinion but your own" mixes in a judgement which can provoke immediate feelings of defensiveness and resistance. These feelings might not be expressed or even conscious, but their influence on the quality of the relationship will be profound.

Often the person we criticise and judge most harshly is ourselves. Remarks like "Oh, I'm so stupid!" reflect our basic attitude and filter into everything we do, also regarding other people and our feelings in general. The most important point about feelings is that they're physical

sensations and that, if we want to, we can change them. Changing feelings is quite different from just controlling them. The first step towards changing a feeling is to be aware of it. Even if we aren't aware of our feelings, they are happening inside us all the time.

To summarize: Nonviolence isn't just a strategy for managing conflict situations: it's an attitude to everyday life. What follows in this newsletter are some notes about conflict – how to manage it, how to recognize your usual way of handling it and a way to practise Dr Rosenberg's NonViolent Communication. Remember, conflict is natural but violence isn't.

**For more information  
about our work, see  
Alternatives to Violence  
Project - Southern Africa  
Development, Research  
and Training Institute NPC  
([sadratinstitute.org.za](http://sadratinstitute.org.za))**



# Participating Schools

## & progress made

Status: 2023



### High Schools currently active

- ▶ Newell ▶ Ndzondelelo ▶ Motherwell ▶ Soqhayisa
- ▶ James Jolobe ▶ Masiphathisane ▶ Tinarha ▶ Ndyebo
- ▶ KwaZakhele ▶ Mzontsundu ▶ Loyiso ▶ Qaphelani
- ▶ Masibambane ▶ Phakamisa ▶ Booyens Park
- ▶ Khumbulani ▶ Solomon Mahlangu ▶ Molly Blackburn
- ▶ Gamble Street ▶ Sancto ▶ Chapman ▶ Mfesane
- ▶ David Livingstone ▶ V.M Kwinana ▶ Douglas Mbopa
- ▶ E.Z Khabane ▶ Lungisa ▶ Coselelani ▶ Ithembelihle
- ▶ Vulumzi ▶ Tyhilulwazi ▶ Victoria Park ▶ Uitenhage
- ▶ Nkululeko ▶ Limekhaya ▶ Paterson ▶ Walmer ▶ Woolhope
- ▶ St. Thomas ▶ St. James



*When I found I was selected I was over the moon, I was full of joy and instantly I felt confident. I enjoyed the conversations we had in each topic we discussed. I enjoyed the personal interaction and stories we shared as it allowed us to feel safe among others. My biggest learning was how to deal with conflict, in the past I would just have overreacted and become emotional but being able to learn how to act in a conflict situation gave me the opportunity to better my understanding in the topic.*

*I'm looking forward to making a difference in other people's lives just like how the Masifunde Changemaker Network made a difference in mine.*

*To me being a changemaker means that I have a responsibility and voice to speak up for those who have not yet gathered the courage to speak for themselves. To educate and help those in need. To make a positive change in the community and to be the change I wish to see in the world.*

**Gaia- Teria Govender**  
Victoria Park High School

# What is CONFLICT?

Conflict is an inevitable part of life. Each of us possesses our own opinions, ideas and sets of beliefs. We have our own ways of looking at things and we act according to what we think is proper. Hence, we often find ourselves in conflict in different scenarios; it may involve other individuals, groups of people, or a struggle within our own selves. Consequently, conflict influences our actions and decisions in one way or another.

Conflict is classified into the following four types:

**1. Interpersonal conflict** – refers to a conflict between two individuals. This occurs typically due to how people are different from one another. We have varied personalities which usually results to incompatible choices and opinions.

**2. Intrapersonal conflict** – occurs within an individual. The experience takes place in the person's mind. Hence, it is a type of conflict that is psychological involving the individual's thoughts, values, principles and emotions. Interpersonal conflict may come in different scales, from the simpler mundane ones like deciding whether or not to go organic for lunch to ones that can affect major decisions such as choosing a career path.

**3. Intragroup conflict** – is a type of conflict that happens among individuals within a team. The incompatibilities and misunderstandings among these individuals lead to an intragroup conflict. It is arising from interpersonal disagreements (e.g. team members have different personalities which may lead to tension) or differences in views and ideas (e.g. in a presentation, members of the team might find the notions presented by the one presiding to be erroneous due to their differences in opinion).

**4. Intergroup conflict** – takes place when a misunderstanding arises among different teams within an organization. This is due to the varied sets of goals and interests of these different groups. In addition, competition also contributes for intergroup conflict to arise.

## Some common CAUSES of conflict

### Making assumptions can lead to conflicts

Your close friend walks past you and goes straight to the classroom and you assume that they are ignoring you because they did not greet you. It could be that they did not see you or they are dealing with something emotional and would rather talk to you when you are both sitting down.

### Different values can lead to conflicts

When people have different values, conflicts can result. If one of your personal values in life is that your education is important and you would rather remain at school for the afternoon Mathematics extra class, but your friends would rather go and spent time at the park and they are refusing to leave without you. This can cause conflict deadlines.

### Lack of knowledge and inability to deal with conflict can result in conflict

If you don't know how to resolve conflict or are unwilling to try to resolve conflict, this in itself can cause conflict with someone else who has more knowledge and is more willing than you are.

### Differing expectations can lead to conflict

We expect people to know things without us telling them. When one person has certain expectations and the other have different expectations. When one's expectations are not met.

### Difference in the way you were brought up can result in conflict

Being raised in different ways may lead to misunderstandings that may cause conflict because you may have different life experiences and world views may be different as well.

# Strategies to **RESOLVE CONFLICT** by changemakers

In the Changemaker trainings, learners from different schools discussed ways to manage conflict so that it may not escalate to violence. With the understanding that when managed well, conflict can result to change and growth.

*"Conflict is normal, but violence is not"*



## These are some of the strategies to resolve conflict the changemakers came up with:

- Find common ground or agree to disagree if you see matters are escalating to violence
- Communicate and express yourself clearly
- Practise active listening
- Confront the situation with maturity and fairness. Stand your ground and be respectful
- Respect other persons opinions and also communicate respectfully.
- Be calm, breath and mind the tone of your voice.
- Find a mediator, someone who will not take sides to listen and help to bring a solution.
- Use 'I – statements' instead of 'you-statements' when addressing a conflict
- Think before you say something or act
- Try to control your feelings e.g., anger
- Report the situation to an educator or adult
- Avoid offending others, mind your language
- Refer to code of conducts if it is available
- Don't seek revenge / try to 'prove a point'
- Give the other person time to collect themselves and also find the right time to talk
- If you are at risk of endangering yourself, walk away and avoid it.



### Do not ignore the conflict

If you have a tendency to avoid or postpone talking about the conflict, you are trying to ignore it and hope it goes away. But, putting your head in the sand and not dealing with the problem means that you will not learn from the experience either.

### Do not smooth over the conflict

Do not you try to accommodate the other person and suppress your desires. Smoothing over any conflict just to avoid confrontation rather than dealing with the conflict at hand will not assist in anyway and will result in temporary postponement.

### Do not use your authority to settle the conflict

This is the way that it's going to be because I said so! Avoid abusing your power in order to get your way, this may result in conflict never being unresolved as other people will try to defend themselves instead of working towards a solution.

### Do not use anger to solve the conflict

Anger can do much damage than good, as the one party may feel threatened by the other, and this may lead to a rise in frustration to both individuals involved and the conflict will therefore be far from over.



## Activity

“  
**What would you do if...**  
”

**Read the following scenarios and write down how you would deal with these scenarios now that you have learnt about conflict Resolution**

1. You overhear your friend tell someone that “You are annoying”. How would deal with?
2. Your best friend told someone something you had asked her to keep it private. How would you deal with this?
3. Your classmate told someone you said something mean about them, but you didn't and that person comes to confront you. How would you deal with this?
4. You find out that your friend lied to you, and you are now angry at her. How would you deal with this?
5. A classmate wrote a bad comment about you on the board, how would you deal with this?

## What is an ‘I’-message?

An ‘I-message’ is a specific technique that can prevent or even transform conflict situations. What we do is express our feelings and our needs. It takes some practice because usually we are not used to doing this. So as an exercise, we use a 4-step formula or recipe called an ‘I-message’. Instead of reacting to what is happening by getting angry with the other person or people involved, we first connect with our feelings and needs so that we can assert ourselves more effectively. In this way we can create more authentic relationships and lessen our anger.

### Here is the 4-step formula: ‘I’-message:

This formula can be used BEFORE you speak to someone in a conflict situation to help you express your feelings and needs without making the conflict worse. Write your ‘I’ message in the blank spaces.

**When you** \_\_\_\_\_

*(Here you describe what the person did but neutrally like a video camera would see it, so without any judgement)*

**I feel/felt** \_\_\_\_\_

*(Here you describe the physical sensation of your emotion, NOT your opinion e.g. ‘I feel angry/hurt/ surprised’ NOT ‘I feel you are misunderstanding me’ because these are ‘You’ messages, not ‘I’ messages and are not feelings but judgements. See the list of Feeling words below).*

**Because I need** \_\_\_\_\_

*(Here you say what you need e.g., appreciation, communication, consideration, respect, understanding - NOT ‘I need you to remember ....’ as again that would be a ‘You’ message.)*

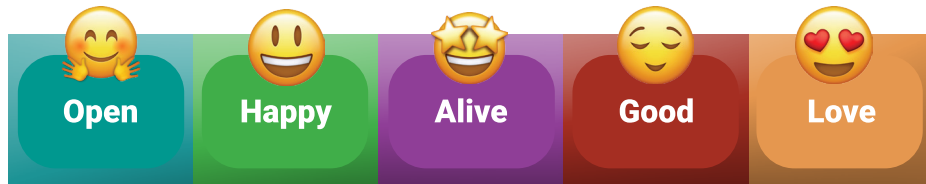
**Could you** \_\_\_\_\_

*(Here, if you want to, you can make a request that is positive, present-centred and a small step towards having your need met by this person)*

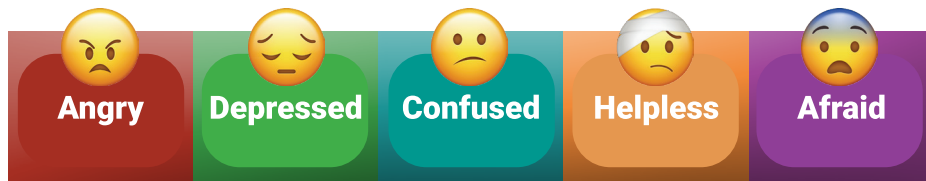


# FEELING WORDS

Here's a list of feelings to help express yourself



- |             |           |             |             |            |
|-------------|-----------|-------------|-------------|------------|
| Kind        | Great     | Playful     | Calm        | Loving     |
| Confident   | Gay       | Courageous  | Peaceful    | Sensitive  |
| Reliable    | Joyous    | Energetic   | At Ease     | Tender     |
| Easy        | Lucky     | Liberated   | Comfortable | Devoted    |
| Amazed      | Fortunate | Optimistic  | Pleased     | Attracted  |
| Free        | Delighted | Provocative | Encouraged  | Passionate |
| Sympathetic | Overjoyed | Impulsive   | Clever      | Admiration |
| Interested  | Gleeful   | Free        | Surprised   | Warm       |
| Satisfied   | Thankful  | Frisky      | Content     | Touched    |



- |            |              |             |            |            |
|------------|--------------|-------------|------------|------------|
| Irritated  | Lousy        | Upset       | Incapable  | Fearful    |
| Enraged    | Disappointed | Doubtful    | Alone      | Terrified  |
| Hostile    | Discouraged  | Uncertain   | Paralyzed  | Suspicious |
| Insulting  | Ashamed      | Indecisive  | Fatigued   | Anxious    |
| Sore       | Powerless    | Perplexed   | Useless    | Alarmed    |
| Annoyed    | Diminished   | Embarrassed | Inferior   | Panic      |
| Upset      | Guilty       | Hesitant    | Vulnerable | Nervous    |
| Hateful    | Dissatisfied | Shy         | Empty      | Scared     |
| Unpleasant | Miserable    | Atupefied   | Forced     | Worried    |

# CAMPAIGNS

The Changemakers in 31 high schools in the Nelson Mandela Bay have been reaching out to their school community and campaigning through assembly addresses, workshops and some educative entertainment.



**POP-UP CAMPAIGN**  
at Chapman HS



**DISTRIBUTING SPARK MAGAZINES**  
at Loyiso HS



**ANTI-BULLYING WORKSHOP**  
at KWAZAKHELE



**WORKSHOP ON TYPES OF VIOLENCE**  
at VM Kwinana



**SCHOOL VIOLENCE AWARENESS CAMPAIGN**  
at Motherwell HS



*"What was eye-opening for me about the Changemaker training was that I got to understand that it starts with me, if I want to help others, I should also seek help. I can only be a voice for the voiceless when I start speaking out and being assertive for myself. I now believe I will handle conflict situation better because I now understand myself as a non-violent person."*



**Abongile Ncube**  
Tyhilulwazi HS

*"I believe myself to be a changemaker because I do not like dwelling on problems, I would rather focus on how we can find the most positive solution for the problem. I am grateful for this experience of being a changemaker in my high school years so that I can stand up against bullying and make an impact using my skills."*



**Linathi Nyiki**  
Uitenhage HS

*I am now confident in my abilities and being a positive influence to others. We need to maintain positivity, starting with our thoughts and actions so that we can be the ones to change the things we are not happy about in our schools and communities.*



**Banele Harmanus**  
Tyhilulwazi HS





**MEET SOME OF YOUR CHANGEMAKERS**







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[www.Changemaker-Network.org](http://www.Changemaker-Network.org)