



INDEPENDENT MEDIATION SERVICE OF
SOUTH AFRICA

Community

Conflict

Resolution

Service



From: Tokiso Archives
Donated by: Tanya Venter
www.tokiso.com

IMSSA'S COMMUNITY CONFLICT RESOLUTION SERVICE (CCRS)

has grown enormously since its launch in 1990 in meeting the challenge of basing dispute resolution skills within communities.

CCRS is an **independent** and **impartial** service.

CCRS offers a **wide range of conflict resolution services** which assist parties in the design of appropriate systems for managing conflict. Through the process, the **parties develop their own capacity for constructive dispute resolution.**

CCRS renders services upon request and by voluntary agreement to parties **anywhere in Africa.**

CCRS involvement includes both specific **interventions** and long-term, **structured initiatives**, in many cases as **joint ventures with other non-governmental organisations.**

CCRS fee structure is designed **to make its services accessible** according to the principle that no party should be denied access to its services by reason of an inability to pay.

CCRS engages in **research and development** aimed at enhancing the quality of the services provided.

CCRS has a **multi-lingual panel** of experienced community conflict resolution practitioners drawn from a variety of disciplines and located throughout South Africa.

CCRS panellists operate under a **code of professional responsibility** and participate in regular educational programmes to enhance their skills.



From: Tokiso Archives
Donated by: Tanya Venter
www.tokiso.com

SERVICES

Specific Interventions

which are usually of limited duration and are designed to resolve specific issues, disputes or crises. The processes used may include mediation, commissions of enquiry, fact-finding, conciliation, facilitation and even elections or ballots

MEDIATION is a voluntary process in which an acceptable third party is engaged to assist parties in conflict to reach an agreed solution. The mediator may help parties to:

- identify and express their interests;
- better understand the issues in dispute;
- develop options for settlement; and,
- negotiate a final agreement.

FACILITATION assist parties to engage over issues of common concern and may include:

- assisting parties to identify issues that need to be addressed;
- working with parties to determine a method likely to lead to the resolution of conflict;
- setting up the negotiation table so that all relevant parties are appropriately represented;
- chairing and co-ordinating engagements between parties at meetings, workshops and conferences.

ADJUDICATION/COMMISSIONS OF ENQUIRY where parties jointly ask an acceptable third party to intervene to assist



them to resolve disputes. The Adjudicator may:

- hear sworn evidence;
 - gather facts;
 - conduct investigations;
 - to arrive at findings which determine the resolution of the disputes. Parties determine in advance whether the status of such findings will be binding upon them or not.
-

Proactive Interventions

which are designed to prevent problems and disputes from occurring, or to restore broken relationships, these interventions tend to be of longer duration. Processes include relationship-building initiatives, facilitation and training.

Relationship Building Initiatives attempt to assist parties beset by intense levels of conflict, to develop sound and constructive relationships. Relationship building initiatives can be tailored to the particular needs and circumstances of the parties.

Dispute Systems Design

Trained IMSSA facilitators are able to assist parties jointly to develop disputes systems to suit their particular circumstances. This may mean redesigning existing systems or developing systems for parties entering into a new relationship.



Training

CCRS training courses are offered to

- community development groups,
- non-governmental organisations,
- government departments and
- community organisations.

IMSSA has its own training facilities in **Johannesburg, Durban, Cape Town, and Port Elizabeth**. We do however run courses at venues more convenient for parties.

CCRS Training Courses

Facilitation and Dispute Resolution (3-days) is offered to third-party facilitators or mediators from community-based organisations and NGOs. This course covers:

- different ways of managing conflict;
- communication and conflict management skills;
- facilitation and chairing skills; and,
- problem-solving and mediation.

Conflict Management and Crisis Intervention (3-days) is aimed at "peace workers" with a lower literacy level. The course explores:

- various options for managing conflict;
- managing and intervening in crisis situations;
- problem-solving and mediation.



Dispute Resolution - Education Sector (3-days)

is designed for the Education Sector. People must be able to read, write and speak English, and must have good conceptual ability.

This course focuses on:

- understanding and managing conflict;
- communication skills;
- negotiation, facilitation, problem-solving and
- mediation skills training.

Conflict Management Skills Programme (2-days)

is aimed at mass-based organisations and offers:

- understanding conflict and how it develops;
- ways of handling conflict and how to decide what method to use;
- practice effective conflict handling.

Conflict Management Skills Trainers' Programme (2-days)

is aimed at leadership and senior members of community-based organisations, youth and student organisations, NGOs, local government, police and community forums. The participants to be trained as trainers in conflict management skills need to be able to read, write and speak English well and have good conceptual abilities.



Effective Dispute Resolution (3-days)

is offered in two versions - one assuming a higher level of literacy, the other a lower level of literacy. Both versions explore the various options available to community and political groups for managing conflict. It covers:

- negotiation skills;
- mediation;
- facilitation and problem-solving in the context of the power realities which operate in South African society.

Leading Meetings (2-days)

is aimed at mass-based organisations. The focus of this course is on improving the manner in which meetings are conducted by exploring:

- what an effective meeting should look like;
- a range of ways of making decisions;
- the role of the leader in making decisions;
- leadership skills.

STRUCTURAL DEVELOPMENT PROGRAMMES

Through a strong relationship set up under the National Peace Accord, CCRS accumulated extensive experience in all aspects of multi-party community dispute resolution. This association allowed CCRS further **joint ventures** which have combined the expertise of different organisations. Examples include **Community Development Forums, Community Policing Forums, Constitution Public Participation Forums** and involvement in **land restitution**.



**For more information please
contact the **IMSSA** office in
your area**

JOHANNESBURG

1 Park Road
Richmond
2092

Tel: (011) 482-2390/1

P O Box 91082
AUCKLAND PARK
2006

Fax: (011) 726-3933

DURBAN

7th Floor,
Standard Bank Centre
96 First Avenue
GREYVILLE
4001

Tel: (031) 309-4315

Fax: (031) 309-4318

CAPE TOWN

Suite 14
10 Pepper Street
Cape Town

Tel: (021) 22-1016

P O Box 15920
VLAEBERG
8018

Fax: (021) 22-1030

PORT ELIZABETH

4th Floor
Hallack Chambers
145 Main Street
Port Elizabeth

Tel: (041) 56-4877

P O Box 23492
PORT ELIZABETH
6000

Fax: (041) 56-3257



From: Tokiso Archives
Donated by: Tanya Venter
www.tokiso.com