

Rural Land Administration

Level-III

**Based on March 2022, Version II Occupational
Standard**



MODULE TITLE: - Land and land related claims

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Introduction of Module

This module covers the competence required to deal effectively with conflict situations, conflict resolution strategies and effective interpersonal skills in work place, among landholders and other stakeholders.

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LG#4

LO#1 Conflict Situations

Instruction sheet

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Definition and source conflict
- Signs and causes of conflict
- Conflict stage
- Preventing Conflict escalation
- Preventing conflict between landholders and stakeholders
- Conflict prevention methods

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Describe conflict
- Identify signs and possible causes of conflict
- Determine stage of conflict
- Prevent Conflict escalation
- Prevent conflict between landholders/stakeholders
- Identify Conflict prevention methods

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the information Sheets
4. Accomplish the Self-checks
5. Perform Operation Sheet
6. Do the “LAP test”

Information Sheet - 1

1.1. Definition and Source Conflict

Conflict is a state of disagreement or opposition between two or more parties, often arising from differences in interests, values, beliefs, or goals. Conflict can occur at different levels, including interpersonal, community, organizational, or international levels, and can take different forms, such as verbal disputes, physical confrontations, or legal battles. Rural land conflict refers to a disagreement or dispute between individuals, groups, or communities over access, use, ownership, or management of land in rural areas. It can arise from a range of factors, including economic, social, cultural, and environmental ones, and can have significant impacts on the livelihoods and well-being of people living in rural areas. Some common sources of rural land conflict include:

- **Historical injustices:** Historical injustices such as land dispossession, exclusion of certain groups from land ownership or access, or forced evictions can create long-standing grievances and contribute to rural land conflict.
- **Competition for land resources:** Competition for natural resources such as water, forests, and minerals can be a source of conflict in rural areas, particularly when there are competing demands for their use, or when there are disputes over ownership or access rights
- **Changes in land use patterns:** Changing land use patterns due to urbanization, climate change, or other environmental factors can lead to conflicts over land use and access, particularly when there are competing demands for land. In addition conversion of agricultural land to non-agricultural uses, or expansion of large-scale commercial farming at the expense of small-scale farmers.
- **Economic development:** Economic development, such as large-scale land acquisitions for commercial agriculture or extractive industries, can lead to displacement of local communities and conflicts over land rights.

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- **Political and legal factors:** Political and legal factors such as unclear land laws and regulations, corruption, weak governance and enforcement mechanisms, or conflicts between different levels of government or between government and local communities can contribute to rural land conflict.
- **Demographic factors:** Demographic factors such as population growth, migration, and urbanization can create pressure on land and lead to conflicts over land use and access.
- **Natural disasters and climate change:** Natural disasters and climate change can lead to displacement of communities and conflicts over land use and access, particularly when there are limited resources available to cope with the impacts of these events.

In rural areas, land is often a key asset for livelihoods, identity, and social relations, which makes land conflicts particularly complex and sensitive. It's worth noting that conflicts can have both positive and negative impacts, depending on how they are managed and resolved. In some cases, conflicts can lead to positive changes, such as increased awareness, cooperation, and innovation. However, if conflicts are not addressed in a constructive and timely manner, they can escalate and cause harm to individuals, communities, and even entire societies. Therefore understanding these sources can help identify effective strategies for preventing and resolving conflicts over land use and ownership.

1.2. Signs and causes of conflicts

1.2.1. Signs of land conflicts

Signs of rural land conflict refer to observable phenomena or events that indicate the existence of conflict over rural land. Some signs that may indicate the presence of land conflict in the community:

- **Disputes over land boundaries:** Disputes over land boundaries can arise when different parties have conflicting claims to the same piece of land, or when land boundaries are unclear or disputed.

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- **Multiple claims to land:** When multiple parties claim ownership or use rights over the same piece of land, this can lead to disputes and conflicts. This may involve conflicting land titles, overlapping land use rights, or competing claims based on historical or cultural ties to the land between landholders.
- **Illegal land occupation or use:** Illegal land occupation or use can occur when individuals or groups occupy or use land without legal authorization, or when land is used in violation of zoning or land use regulations.
- **Violence or threats of violence related to land disputes:** Violence or threats of violence can occur when disputes over land turn violent, or when parties use violence or the threat of violence to assert their claims to land.
- **Destruction of property or crops:** Destruction of property or crops can occur when parties damage or destroy the property or crops of others in the context of a land dispute.
- **Forced evictions or displacement:** Forced evictions or displacement can occur when individuals or communities are forcibly removed from their land or homes without due process or compensation.
- **Land grabbing or appropriation:** Land grabbing or appropriation can occur when powerful actors such as governments, corporations, or elites acquire large tracts of land without the consent or compensation of local communities.
- **Land speculation or hoarding:** Land speculation or hoarding can occur when individuals or companies acquire land with the intention of holding onto it for future development or resale, often at the expense of local communities or smallholders.
- **Community protests or demonstrations related to land issues:** Community protests or demonstrations can occur when local communities organize to assert their rights to land or to draw attention to land-related grievances.

Signs may not always be present in every rural land conflict, and that conflicts can take many different forms depending on the context. It is important to recognize and address these signs in a

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timely and effective manner to prevent escalation of the conflict and promote sustainable and equitable land governance.

1.2.2. Causes of land Conflicts

There are certain fundamental factors that create vulnerability to land conflict and a potential for violence. In the improvement of land administration, the primary objective is development of a transparent and efficient land market and decreasing land conflicts through the implementation of a functioning land registration and/or cadastral system. Causes of rural land conflict can be complex and multifaceted, and may vary depending on the context. Especially in rural land administration and management perspectives mainly through adjudication, boundary demarcation, registration, and certification tasks. Some common causes of rural land conflict include:

- **Land scarcity**, due either to an absolute shortage of land or where available land is insufficient to meet the demand for land users, leaving many with little or no land.
 - ✓ Rapidly increasing population resulting in very high person-to-land ratios, and unsatisfied demand for land, in the countries.
 - ✓ The concentration of land in the hands of a few increases land scarcity and creates a sense of unfairness
 - ✓ Growing landlessness, through loss of access to one's own land. For example, smallholders are being forced out of agriculture as new water management systems give large commercial operations effective control of the land.
- **Land tenure issues**: Land tenure refers to the relationship between people and land, including the rights and responsibilities of land ownership, use, and access. Land tenure issues can arise when land ownership is unclear or disputed, or when there are competing claims to land rights.

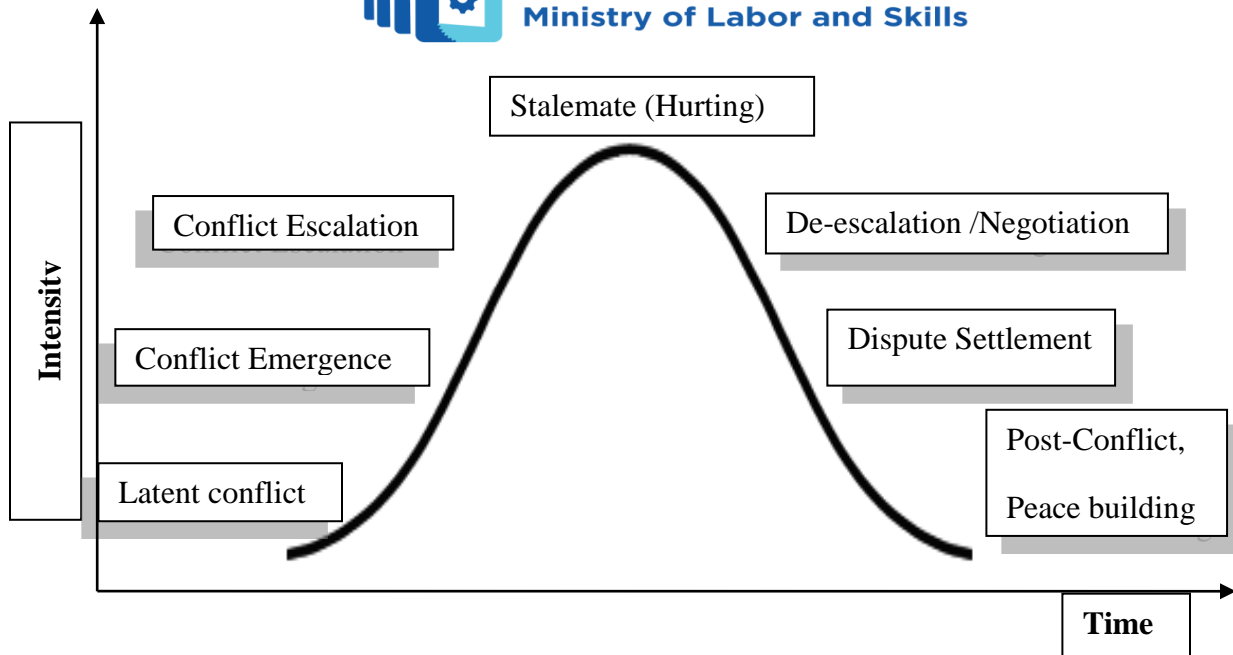
- **Land use and management:** Competing demands for land use can lead to conflict, particularly when there is rapid urbanization, or when there is a shift from traditional land use practices to commercial agriculture, mining, or other extractive industries.
- **Economic factors:** Economic factors such as globalization, market forces, and unequal access to resources and opportunities can contribute to rural land conflict. For example, large-scale land acquisitions by foreign investors can displace local communities and lead to conflict.
- **Social and cultural factors:** Social and cultural factors such as ethnic or religious tensions, gender inequalities, or traditional land use practices can also contribute to rural land conflict.

It is important to note that the causes of rural land conflict are often interrelated, and may be influenced by a range of factors. By addressing the underlying causes of rural land conflict, countries and communities can promote sustainable and equitable land governance, reduce poverty and inequality, and ensure the rights and livelihoods of rural populations.

1.3. Stage of the conflict

If you have experienced or witnessed conflict you may have seen certain patterns that are common to a number of conflicts. These stages are described briefly in this introductory essay, and then each is discussed in more depth in other essays.

- 1. Latent conflict:** is a situation when two conflicting parties have different values, needs and interest one party bothers for another one but no harm is given. This stage can also be described as “unstable peace”.
- 2. Conflict emergence:** a triggering event may emerge a conflict situation. Where a conflict has remained latent for a period of time, this stage marks the point that it emerges. Maybe due to a specific trigger or an increase in underlying tensions.
- 3. Conflict escalation:** here, the severity and intensity of conflict increase, and finally comes a situation when one party tries to harm another party. It often means that points of view become more entrenched and polarized, and people start to take sides



4. **Stalemate (Hurting):** a situation in a conflict process when both parties recognize that conflict is going nowhere (no result can be obtained) and the cost of continuing conflict is greater than profits gained. So they compromise and end up the conflict.
5. **De-escalation /Negotiation:** even the intractable conflict deescalates; both the conflicting parties sacrifice some of their grievances in order to have a compromise. Having arrived at a stalemate and a situation that neither side can win, a shift of emphasis can occur that cools the tension and a willingness to move in a different direction emerges.
6. **Settlement and agreement:** both the conflicting parties compromise and finally an agreement is signed on both sides. It doesn't work to satisfy one side but increases the harm to the other.
7. **Post-Conflict Peacebuilding:** Even after a settlement is reached, this is by no means the end of the conflict. The settlement has to be implemented. The key to transforming conflict is to build strong equitable relations.

1.4. Prevent Conflict escalation

Conflict escalation can be prevented by following some key strategies. Here are a few:

- **Communication:** Good communication is essential to prevent conflict escalation. It's important to listen actively to others and communicate your needs and concerns in a respectful manner.
- **Address the issue early:** It's important to address conflicts early before they escalate into something more serious. This means dealing with the issue when it arises instead of letting it fester and grow.
- **Remain calm:** In the face of conflict, try to remain calm and avoid escalating the situation. Take deep breaths and try to keep your emotions in check.
- **Focus on the problem:** When addressing a conflict, try to focus on the problem rather than the person. This will help to keep the discussion productive and prevent it from turning into a personal attack.
- **Collaborate:** Work together to find a solution that benefits everyone involved. This approach can help to reduce tensions and prevent conflict escalation.
- **Seek mediation:** In some cases, it may be helpful to seek the assistance of a neutral third party to mediate the conflict and help find a resolution.

Overall, preventing conflict escalation requires a proactive approach that prioritizes communication, respect, and collaboration.

1.5. Prevent conflict between landholders/stakeholders

Preventing conflicts between landholders and stakeholders in rural areas requires a combination of approaches that address the root causes of the conflict, promote dialogue and cooperation, and enhance the capacity of the parties to manage their resources and interests in a sustainable and equitable way. Preventing conflicts between landholders is a complex issue that requires careful planning and effective communication. One possible solution is to establish clear boundaries and land use regulations that are agreed upon by all parties involved. This can help prevent misunderstandings and disagreements over land use and ownership. Another approach is to

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encourage dialogue and negotiation between landholders, perhaps involving the support of third-party mediators, to find mutually beneficial solutions that meet the needs of all parties involved. Additionally, it can be useful to promote education and awareness on land rights and responsibilities to avoid conflicts before they start. Some possible strategies:

1. **Strengthen land tenure security:** This involves improving the legal and institutional frameworks that regulate land tenure, use, and management. It includes ensuring secure and equitable access to land and natural resources, promoting transparency and accountability in land administration, and recognizing and protecting the rights of marginalized or vulnerable groups. This can help prevent disputes over land and reduce the risks of conflict.
2. **Promote participatory approaches:** This involves creating spaces and mechanisms for the parties to communicate, exchange information, and negotiate their interests and concerns. It includes promoting participatory approaches, such as community mapping, social impact assessments, or land use planning, that involve all relevant stakeholders. It also involves building the skills and capacity of the parties to engage in constructive dialogue and negotiation, including conflict resolution techniques.
3. **Encourage sustainable resource management:** This involves promoting the sustainable use and management of natural resources, such as water, forests, or soils that are often at the center of conflicts. It includes promoting agro-ecological practices, conservation and restoration of ecosystems, and diversification of livelihoods that reduce the pressure on resources and enhance their resilience. It also involves promoting the use of conflict-sensitive approaches, such as early warning systems, participatory monitoring, and adaptive management.
4. **Address social and economic disparities:** This involves addressing the underlying inequalities and power imbalances that often fuel conflicts over land. It includes promoting inclusive and equitable development, providing social protection and support to marginalized or vulnerable groups, and promoting gender equality and women's

empowerment. It also involves promoting the participation and representation of all stakeholders in decision-making processes and ensuring that their voices are heard and taken into account.

5. **Strengthen peacebuilding and conflict transformation:** This involves promoting the values and practices of peacebuilding and conflict transformation, such as tolerance, respect, empathy, and non-violent communication. It includes building the capacity of local actors, such as community leaders, civil society organizations, or traditional authorities, to prevent, manage, and transform conflicts. It also involves promoting the role of external actors, such as NGOs, international organizations, or donors, in supporting and facilitating conflict prevention and transformation efforts.

Land reform in Ethiopia has contributed to increased tenure security and reduction of land conflicts. Therefore, land registration and certificate programs became a solution for the reduction land related conflicts among farmers and could be taken as an important impact of land certification

1.6. Conflict prevention methods

Conflict prevention methods are strategies and techniques used to identify and address potential conflicts before they escalate into more serious issues. Some common conflict prevention methods:

- **Communication:** Good communication is essential for preventing conflicts. Encouraging open and respectful communication between parties can help to identify potential conflicts early on and prevent misunderstandings from escalating.
- **Collaboration:** Encouraging collaboration and cooperation between parties can help to prevent conflicts by identifying shared goals and interests and finding mutually beneficial solutions.
- **Mediation:** Mediation is a process in which a neutral third party facilitates communication and negotiation between parties to help resolve conflicts. Mediation can

be particularly effective in preventing conflicts from escalating and finding mutually acceptable solutions.

- **Education and training:** Providing education and training on conflict resolution and effective communication can help to prevent conflicts by building skills and awareness of potential conflicts.
- **Conflict assessments:** Conducting regular conflict assessments can help to identify potential conflicts and address them before they escalate. This could involve conducting surveys, focus groups, or other forms of data collection to identify potential issues.

Overall, conflict prevention methods are important for promoting peaceful interactions and addressing potential conflicts before they become more serious issues. By encouraging communication, collaboration, and education, conflict prevention methods can help to build stronger relationships and prevent conflicts from arising or escalating.

Self-check - 1	Written test
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Name..... ID..... Date.....

Directions: Answer all the questions listed below.

Part I: Choose the correct answer from the following questions (2 points each).

- Which of the following are not causes of rural land conflicts?
 - Land grabbing
 - Land scarcity
 - Land tenure issues
 - Economic factors
- How to prevent conflict between landholders and stakeholders
 - Strengthen land tenure security
 - Promote participatory approaches
 - Encourage sustainable resource management
 - Address social and economic disparities
- One of the following are not sources of rural land conflict
 - Changes in land use patterns,
 - Focus on the problem
 - Economic development
 - Historical injustices

Part II: Short Answer Questions (2 pt each)

- Discuss the stage of conflict.

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- Explain the signs of rural land conflict.

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LG#5

LO#2- Conflict Resolution

Instruction sheet

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Resolve conflict within scope of individual responsibility
- Factors for developing conflict
- Conflict resolution technique
- Principles of conflict resolution

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Resolve conflict within scope of individual responsibility
- Clarify factors for developing conflict
- Identify conflict resolution technique
- Identify basic strategies of addressing conflict
- Describe principle of conflict resolution

Learning Instructions:

- 1** Read the specific objectives of this Learning Guide.
- 2** Follow the instructions described below.
- 3** Read the information written in the information Sheets
- 4** Accomplish the Self-checks
- 5** Perform Operation Sheet
- 6** Do the “LAP test”

Information sheet -2

2.1. Resolve conflict within the scope of individual responsibility

Resolving conflicts within the scope of individual responsibility involves taking ownership of the situation and working towards a resolution that meets the needs of all parties involved. Here are some steps that individuals can take to resolve conflicts within their scope of responsibility:

- 1. Identify the issue:** Clearly identify the issue or problem that is causing the conflict. This involves understanding the root cause of the conflict and acknowledging the different perspectives and needs of all parties involved, such as farmers, landowners, and local communities.
- 2. Listen actively:** Listen actively to the other party's perspective and concerns. Try to understand their point of view and show empathy and respect for their position.
- 3. Communicate clearly:** Communicate your own perspective and concerns clearly and respectfully. Use "I" statements to express your own feelings and avoid blaming or criticizing the other party.
- 4. Seek common ground:** Look for areas of common ground and shared interests. Try to find a mutually acceptable solution that meets the needs of both parties, such as preserving the land for agricultural use while also addressing the needs of the local community.
- 5. Brainstorm solutions:** Brainstorm possible solutions to the conflict and evaluate the pros and cons of each option. Be open to compromise and creative problem-solving, such as implementing zoning regulations or creating a land trust to protect the land.
- 6. Take responsibility:** Take responsibility for your own actions and behavior. Acknowledge any mistakes or missteps that may have contributed to the conflict and apologize if necessary.
- 7. Follow up:** Follow up after the conflict has been resolved to ensure that the solution is working and to address any lingering concerns or issues.

By taking these steps, individuals can resolve conflicts within their scope of responsibility in a constructive and effective way. It is important to approach conflict resolution with a willingness to listen, communicate, and seek common ground, and to take responsibility for one's own actions and behavior. This can help to build stronger relationships, promote mutual understanding, and create a more positive and productive work environment. Solving land boundary disputes can require the use of various tools and equipment to gather information, establish boundaries and reach a resolution.

According to proclamation No. 456/2005(8) dispute resolution

Where dispute arises over rural landholding right, effort shall be made to resolve the dispute through discussion and agreement of the concerned parties. Where the dispute could not be resolved through agreement, it shall be decided by an arbitral body to be elected by the parties or be decided in accordance with the rural land administration laws of the region.

Tools and equipment useful to resolve conflict:

- **Surveying equipment** such as Total Stations, GPS/GNSS receivers, and Levels can be used to accurately measure and establish property boundaries.
- **GPS Mapping:** Using GPS technology to accurately map land boundaries can help avoid confusion and prevent future disputes.
- **Legal documents** such as property deeds and land titles can be used to establish ownership and property boundaries.
- **Communication tools** for effective collaboration in solving land boundary disputes.
- **Document sharing tools** such as agendas, meeting minutes, or project plans. Tools such as Google Drive, Dropbox, or Microsoft OneDrive can be used for this purpose.
- **Legal experts** such as lawyers or land surveyors can be consulted to provide guidance on legal rights and responsibilities and help negotiate a settlement.

2.2. Factors for developing conflict

Factors and issues relevant to the conflict can vary depending on the specific situation. However, here are some common factors and issues that can contribute to conflicts in general:

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- **Differences in goals, priorities, and interests:** When individuals or groups have different goals, priorities, or interests, this can lead to conflict as each party may prioritize their own interests over others.
- **Differences in values or beliefs:** When individuals or groups have different values or beliefs, this can lead to conflict as each party may view the situation from a different perspective and have different expectations.
- **Limited resources:** Conflicts can arise when there is competition or scarcity of resources, such as water, forests, or arable land. This can be exacerbated by environmental degradation, climate change, or population growth.
- **Personality clashes:** When individuals have different personalities or work styles, this can lead to conflict as they may have difficulty working together or may clash over differences in approach.
- **Environmental concerns:** Conflicts can arise when there are concerns about the impact of a particular action or decision on the environment, such as pollution or habitat destruction.

Understanding these factors is important for developing effective strategies for preventing or resolving conflicts over rural land.

2.3. Conflict Management Techniques

Conflicts are inevitable when a number of people are working together. Conflict is defined as a "difference in opinion or some kind of disagreement between two or more parties". Conflicts need to be resolved effectively. It is not only important to resolve the conflict but also equally important to ensure that the parties involved in the conflict do not unnecessarily end up under any kind of emotional stress during the resolution process of the conflict. Striking a balance between resolving the conflict to reach a decision and maintaining the emotional well-being of the people involved will be critical to successful conflict management.

For effective conflict management, there is a need to create the right atmosphere that empowers people to think independently and encourages them to put forth their suggestions and opinions

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without fear. And the members are encouraged to resolve conflicts among themselves with a very open and collaborative mind. Therefore, five basic options for managing conflict were identified. Conflict has many sources in the workplace. It is borne out of differences and will arise in any situation where people are required to interact with one another. Dealing with conflict effectively is a key management skill.

- **Collaboration / Confronting**

This is a win-win situation. It is the most effective but most difficult way of managing differences. It requires trust and commitment on all sides to reach a resolution by getting to the heart of the problem. All parties need to be willing to empathize and try to understand each other's situation. Collaboration is most appropriate:

- ✓ When all parties are willing to investigate alternative solutions together that they may not necessarily have thought of on their own.
- ✓ When trying to get to the source of problems that have continued for a long time.
- ✓ When upholding objectives that cannot be compromised on any side while still preserving the relationship.
- ✓ When parties from different backgrounds and experiences are involved.

- **Compromising/Reconciling**

This is a win-lose situation. Everyone involved gains and losses through negotiation and flexibility. Bring the problem into the open and have the third person present. The main goal of this approach is to find common ground and maintain the relationship. Compromise is best used:

- ✓ To achieve an agreement when all parties have equal power.
- ✓ To reach a temporary resolution in more complicated matters.
- ✓ To achieve a settlement when time or other circumstances are constrained.

- **Withdrawing/Avoiding**

This is a lose-win situation. Neither party takes action to address the issues involved in the conflict, meaning that it will remain unresolved. This approach is best used:

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- ✓ If all concerned feel that the issue is a minor one & will be resolved in time without any fuss.
- ✓ When the parties need a chance to cool down and spend time apart.
- ✓ If other people are able to resolve the conflict more effectively than the parties concerned.
- ✓ When more time is needed before thinking about dealing with the issues.
- ✓ If the impact of dealing with the situation may be damaging to all parties involved

- **Smoothing/Accommodating**

This is a lose-win situation. The accommodation approach is generally used when one party is willing to forfeit their position. Surrender one's own needs and wishes to accommodate the other party. It is best used in situations where:

- ✓ People wish to encourage others to express their own opinion.
- ✓ The issue or problem is more important to the other party concerned.
- ✓ It is more important to safeguard the relationship rather than argue about the issue.

- **Forcing/Competing**

This is a win-lose situation. One party attempts to win the conflict through dominance and power. This approach is best used:

- ✓ When all other methods have been tried (and failed).
- ✓ In emergency situations when quick, immediate, and decisive action is called for.
- ✓ In situations where unpopular changes need to be applied and discussion is not appropriate.

2.4. Principles of Conflict Resolution

The principles of conflict resolution are guidelines that can help individuals and groups to manage and resolve conflicts effectively. Effective implementation of the conflict resolution processes of negotiation, mediation, or consensus decision-making requires an understanding of the following four essential principles:

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- **Separate people from the problem.** Every problem involves both substantive issues and relationship issues. By separating these issues, individuals come to see themselves as working side by side, attacking the problem, not each other. Where misunderstanding exists, you can work to improve communication.”
- **Focus on interests, not positions.** Understanding the difference between positions and interests is crucial to problem solving. Interests, not positions, define the problem. Positions are something that individuals decide they want; interests are the underlying motivations behind the positions they take. Where such interests are not identified, temporary agreements may be reached, but typically do not last because the real interests have not been addressed.
- **Invent options for mutual gain.** Disputants focus on identifying options for resolving the conflict without the pressure of reaching a decision. **OR in short,**
 - ✓ Make sure that good relationships are the first priority.
 - ✓ Keep people and problems separate.
 - ✓ Pay attention to the interests that are being presented.
 - ✓ Listen first: talk second.
 - ✓ Set out the “Facts.”
 - ✓ Explore options together.

A brainstorming process is used to invent a wide range of options that advance shared interests and creatively reconcile differing interests. The key ground rule to brainstorming is to postpone criticism and evaluation of the ideas being generated.

To broaden their options, those in a dispute think about the problem in different ways and build upon the ideas presented.

- **Use objective criteria.** Using objective criteria ensures that the agreement reflects some fair standard instead of the arbitrary will of either side.

Using objective criteria means that neither party needs to give in to the other; rather, they can defer to a fair solution. Objective criteria are determined by disputants based on fair standards and fair procedures.

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Self-check - 2	Written test
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Name..... ID..... Date.....

Directions: Answer all the questions listed below.

Part I: Choose the correct answer from the following questions (2 points each).

- One of the following is not used for resolving conflicts within the scope of individual responsibility:
 - Identify the issue
 - Communicate clearly
 - Seek common ground
 - Personality clashes
- Factors and issues relevant to the conflict can vary depending on the specific situation
 - True
 - False
- All of the following are factors and issues relevant to the conflict except
 - Communicate clearly
 - Differences in values or beliefs
 - Limited resources
 - Personality clashes

Part II: Short Answer Questions (2 pt each)

- Discuss conflict resolution/management techniques

- Describe principle of conflict resolution

Operation Sheet-2

2.1. Techniques/Procedure land boundary disputes resolution

A. Tools and equipment's

- I. Surveying equipment
- II. GPS Mapping
- III. Legal documents
- IV. Communication tools
- V. Document sharing tools
- VI. Legal experts

B. Procedure of land boundary disputes resolution

- Gather all relevant information about the dispute, including property deeds, survey maps, and any other relevant documents.
- Communicate with the other party in the dispute to understand their perspective and identify potential areas of agreement.
- Brainstorm potential solutions based on the information gathered and the communication with the other party to the dispute. This could include agreeing to a new boundary line, an easement, or other compromises.
- Seek legal advice from a lawyer or other legal expert. They can provide guidance on the legal rights and responsibilities of each party and help negotiate a settlement.
- Negotiate a settlement with the other party including compromise and finding a solution that is acceptable to both parties.
- After settlement reached, document it in writing and have both parties sign it. This will provide a legally binding agreement and help prevent future disputes
- Follow up to ensure that the agreement is being honored and any necessary actions are taken to resolve the dispute. This may include updating property deeds, conducting a survey to establish the new boundary line or other agreed-upon actions.

LAP Test -2	Performance Test
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Name..... ID.....

Date.....

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within **3** hour. The project is expected from each student to do it.

Task: Solve the problem of land boundary disputes

LG#6

LO#3- Effective Interpersonal Skills

Instruction sheet

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Effective verbal and nonverbal communication
- Communication skill
- Feedback in Negotiations

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Identify verbal and nonverbal communication
- Confirm/ Reject communication
- Give and receive feedback on negotiations

Learning Instructions:

- 1 Read the specific objectives of this Learning Guide.
- 2 Follow the instructions described below.
- 3 Read the information written in the information Sheets
- 4 Accomplish the Self-checks
- 5 Perform Operation Sheet
- 6 Do the “LAP test”

Information Sheet - 3

3.1. Effective verbal and nonverbal communication

Effective interpersonal skills refer to the ability to communicate, interact, and build positive relationships with others in a productive, respectful, and empathetic way. Effective interpersonal skills are essential in various contexts, including work, personal relationships, and social settings. Individuals with strong interpersonal skills are able to establish rapport, build trust, and communicate effectively with others, which can lead to better working relationships, increased productivity, and a more positive and inclusive environment. Developing effective interpersonal skills involves self-awareness, empathy, and a willingness to learn and practice new skills.

Conflict management cannot happen without effective interpersonal communication. All conflict management strategies that use communication to soften situations in stressful environments are much more successful. Interpersonal communication is the process of exchange of information, ideas, and feelings between two or more people through verbal or non-verbal methods. The level of one's interpersonal communication skills is measured through the effectiveness of transferring messages to others. Effective verbal and nonverbal communications are essential skills for building positive relationships, resolving conflicts, and achieving personal and professional goals. These effective verbal and nonverbal communication skills can be developed and enhanced through practice, feedback, and ongoing learning. They are essential for building positive and fulfilling relationships, both personally and professionally. Generally there are two kinds of communication in negotiation process

3.1.1. Verbal Communication

Verbal communication is the use of words to convey information, thoughts, and ideas. These words may be both spoken and written communication. It is known to be spontaneous as well. In verbal communication, the ability to listen and think carefully before speaking is critical. Effective verbal communication involves not only the words that are used, but also the tone,

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volume, and pace of speech. Some common strategies for effective verbal communication in negotiation includes:

1. **Clarity of speech:** involves enunciating words and using proper pronunciation. This can help to ensure that the message is understood properly by the listener.
2. **Use appropriate tone and volume:** The tone and volume of speech can convey emotion and meaning.
3. **Listen actively:** involves paying close attention to what the other person is saying, and providing feedback to demonstrate understanding. This can help to build empathy and trust, and can create a more positive and constructive atmosphere for communication.
4. **Use appropriate language:** The choice of language can affect the clarity and effectiveness of verbal communication.
5. **Avoid distractions:** Distractions, such as background noise or interruptions, can interfere with effective verbal communication.
6. **Be concise:** involves expressing oneself clearly and succinctly. This can help to ensure that the message is understood properly and that the listener is not overwhelmed with unnecessary information.

3.1.2. Nonverbal communication

Nonverbal communication is the use of facial expressions, gestures, body language, and other nonverbal cues to convey information, thoughts, and ideas. It is an important aspect of communication because it can often convey more meaning than words alone. For example, a person's tone of voice can convey their emotions, while their body language can indicate their level of confidence or interest in the conversation. Effective nonverbal communication can complement and reinforce verbal communication, and can also convey emotions and attitudes that may not be expressed verbally. Some common strategies for effective nonverbal communication in negotiation includes:

1. **Use appropriate facial expressions:** Facial expressions can convey a range of emotions and attitudes.
2. **Maintain eye contact:** Eye contact can convey interest, sincerity, and respect.
3. **Use appropriate gestures:** Gestures can help to convey meaning and emphasize key points.
4. **Use appropriate posture:** Posture can convey confidence, authority, and openness.
5. **Use appropriate touch:** Touch can convey warmth, caring, and support. Effective nonverbal communication involves using appropriate touch to convey the intended message, while also respecting personal boundaries.
6. **Be aware of cultural differences:** Nonverbal communication can vary across cultures, and it is important to be aware of these differences in order to communicate effectively with people from different cultural backgrounds.

3.2.Communication skill

Communication skills refer to the abilities and techniques used to effectively convey information, thoughts, and ideas to others in a clear, concise, and effective way. Effective communication skills are essential for building relationships, resolving conflicts, and achieving personal and professional goals. Communication has a big role to play in conflict management and without communication there is no negotiation. Never use words which might hurt the sentiments of others and avoid using derogatory sentences. Don't use too complicated terminologies as the other person might not understand it well. First yourself be very clear what you intend to convey to the other individual. . Some common communication skills:

1. **Listening:** involves paying close attention to what the other person is saying, asking clarifying questions, and providing feedback to demonstrate understanding. This can help to build empathy and trust, and can create a more positive and constructive atmosphere for communication.
2. **Speaking:** involves conveying information, thoughts, and ideas to others in a clear, concise, and effective way.

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3. **Writing:** involves conveying information, thoughts, and ideas to others through written communication. Effective writing skills involve using appropriate grammar, punctuation, and formatting to convey the intended message.
4. **Cultural competence:** involves the ability to communicate effectively with people from different cultural backgrounds. This involves being aware of and respecting cultural differences, and adapting communication styles and strategies accordingly.
5. **Empathy:** involves understanding and appreciating the feelings, thoughts, and experiences of others. This can help to build connections with others, and can create a more positive and supportive environment for communication.

These communication skills can be developed and enhanced through practice, feedback, and ongoing learning. They are essential for building positive and fulfilling relationships, both personally and professionally.

Tools and equipment's for interpersonal communication include:

1. **Communication technology:** it is now easier than ever to communicate with others in different locations. Tools such as email, instant messaging, video conferencing, or phone calls can be used to stay in touch with others.
2. **Recording equipment:** such as a webcam or microphone can be useful for recording meetings or presentations for later review or sharing with others.
3. **Language translation tools:** such as Google Translate can be helpful in communicating with others who speak different languages.
4. **Video Conferencing Software:** important in remote work environments. You can communicate face-to-face with people regardless of geographical location and practice active listening, empathy, and other core interpersonal communication skills.

3.3. Give and Receive Feedback on Negotiations

Feedback is an essential component of effective negotiation. Giving and receiving feedback can help to improve communication, build trust, and enhance the overall negotiation process. Here are some tips for giving and receiving feedback on negotiations:

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Giving Feedback:

1. **Be specific:** When giving feedback, be specific about the behavior or action that you are commenting on. Use examples to illustrate your points.
2. **Focus on behavior, not personality:** Feedback should focus on the behavior or action, rather than the person. Avoid making personal attacks or criticisms.
3. **Be constructive:** Feedback should be constructive and focused on improving the negotiation process. Provide suggestions to improve other party behavior or actions.
4. **Be timely:** Feedback should be provided as soon as possible after the negotiation event. This can help to ensure that the other party is able to take the feedback into account and make changes for future negotiations.
5. **Be respectful:** Feedback should be delivered in a respectful and professional manner. Avoid using language that is confrontational or aggressive.

Receiving Feedback:

1. **Listen actively:** When receiving feedback, listen actively to what the other person is saying. Ask clarifying questions to ensure that you understand their points.
2. **Be open-minded:** Be open-minded and receptive to feedback, even if it is critical or difficult to hear. Feedback can provide valuable insights into how you can improve your negotiation skills.
3. **Ask for suggestions:** to improve your behavior or actions in future negotiations.
4. **Avoid becoming defensive:** Avoid becoming defensive or argumentative when receiving feedback. Instead, focus on understanding the other person's perspective and how you can improve.
5. **Follow up:** Follow up with the other person after receiving feedback to thank them for their input and to let them know how you plan to address their suggestions.

Effective feedback can help to improve communication, build trust, and enhance the overall negotiation process.

Self-check 3	Written test
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Name..... ID..... Date.....

Directions: Answer all the questions listed below.

Part I: Write true for the correct statement and false for the incorrect one. (2 pts. each)

1. Effective communication is critical to successful negotiation_____
2. Feedback can provide valuable insights into how you can improve your negotiation skills_____
3. Verbal communication is also known to be spontaneous_____

Part II: Short Answer Questions (2 pt each)

1. Discuss the benefits of effective interpersonal skills for conflict management.

.....

2. Explain common communication skills

.....

3. Differentiate between verbal and nonverbal communication.

.....

Operation Sheet-3

4.1. Techniques/Procedures of interpersonal communication

A. Tools and equipment's

- I.** Communication technology
- II.** Document sharing tools
- III.** Recording equipment
- IV.** Language translation tools
- V.** Video Conferencing Software

B. Procedure of interpersonal communication.

- Practice active listening, try to focus on the speaker's words, ask clarifying questions.
- Use nonverbal communication that significantly impact how your message is received.
- Understanding and sharing the feelings of others
- Avoid using jargon or technical language that may be difficult for others to understand.
- Listen actively, express your own concerns and needs, and work together to find a mutually satisfactory solution.
- Show respect by listening actively, using appropriate language and tone, and avoiding personal attacks.
- Provide feedback to others on their communication skills to help them improve, and be open to receiving feedback yourself.
- Practice to improve your skills, such as in group discussions, presentations, or social situations.

LAP Test -3	Performance Test
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Name..... ID.....

Date.....

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within **3** hour. The project is expected from each student to do it.

Task 1. Perform interpersonal communication

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