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**Department of Water Affairs and
Forestry *together* with the IWRM
(Integrated Water Resources
Management) in Services Delivery**

**Conflict Management Workshop
Report**

Introduction

The workshop was held in Citrusdal Lodge on 26 and 27 May 2009.

TERMS OF REFERENCE FOR THE CONFLICT MANAGEMENT WORKSHOP

1) SCOPE OF WORK:

- The workshop will be conducted with the following projects:
 - 1) Petersfield [4 participants]
 - 2) Suurrug [4 participants]
 - 3) Vukani Makhosikazi [4 participants]
 - 4) Lukhanyo [4 participants]
 - 5) Vukuzenzele [4 participants]
 - 6) Elandskloof:
 - Household Water Project [2 participants]
 - Emerging Farmers Project [2 participants]
- Pharela consultant services and Amaanah Business consulting will be responsible for the presentation of the workshop.
- The workshop will be conducted over two days.
- Four persons from each project will attend the workshop.
- The course will be conducted in Afrikaans.
- Course notes will be made available in Afrikaans and English.
- The level of literacy presented to the attendees will be grade 7-8.
- M Lintnaar-Strauss and E Bisset from the DWAF and a consultant from Blue Moon consulting will be observers during the workshop.
- The date for the workshop will be determined as soon as all material for the workshop has been approved and the arrangements for the logistics have been approved by Dir: Institutions.
- The DWAF will communicate the date of the workshop to participants.

2) CONTENT OF THE WORKSHOP

- The course material will focus on the conflict situations experienced in the groups.
- The aim of the workshop is not to go into detailed discussions around the conflict situations but to equip members of the projects to manage their conflict situations in their groups.

Workshop

Day One was devoted to getting a buy-in from the participants by exploring their expectations for the two day workshop. Each project was asked to discuss their own expectations and give their report back to the plenary session.

The participants were then trained on how to layout their conflict using the participatory methodology of social project mapping. The pictures below are a true reflection of their learnings.

1. Petersfield:

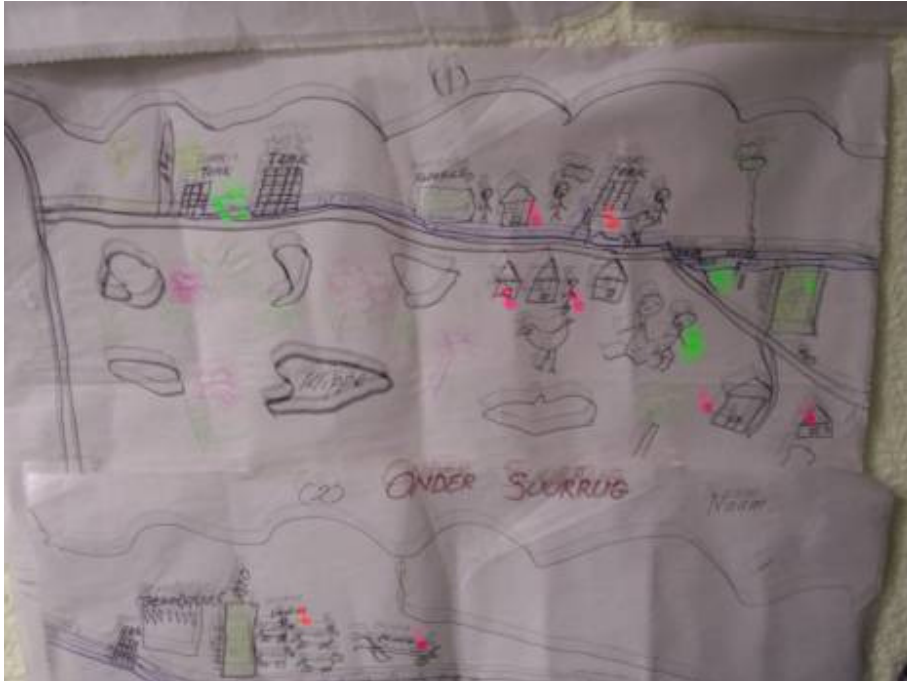
Conflict background as unpacked during the workshop:



- Lede van die publiek sowel as plaasbewoners stroop die boorde
- Vorige eienaar se beste vertrap die saailinge
- PMT Project Management Team het ook konflik gemaak

2. Suurrug:

Conflict background as unpacked during the workshop:



- Net een persoon werk tans in die tuin omdat daar nie lone is vir meer mense nie
- Water probleem – daar is net een boorgat
- Geen lone is ontvang nie a.g.v die konflikte
- Konflik tussen Landbou Komitee en Projekbestuurder en projek a.g.v. dat die Landbou Komitee die projek oorgeneem het

3. Vukani Makhosikazi:

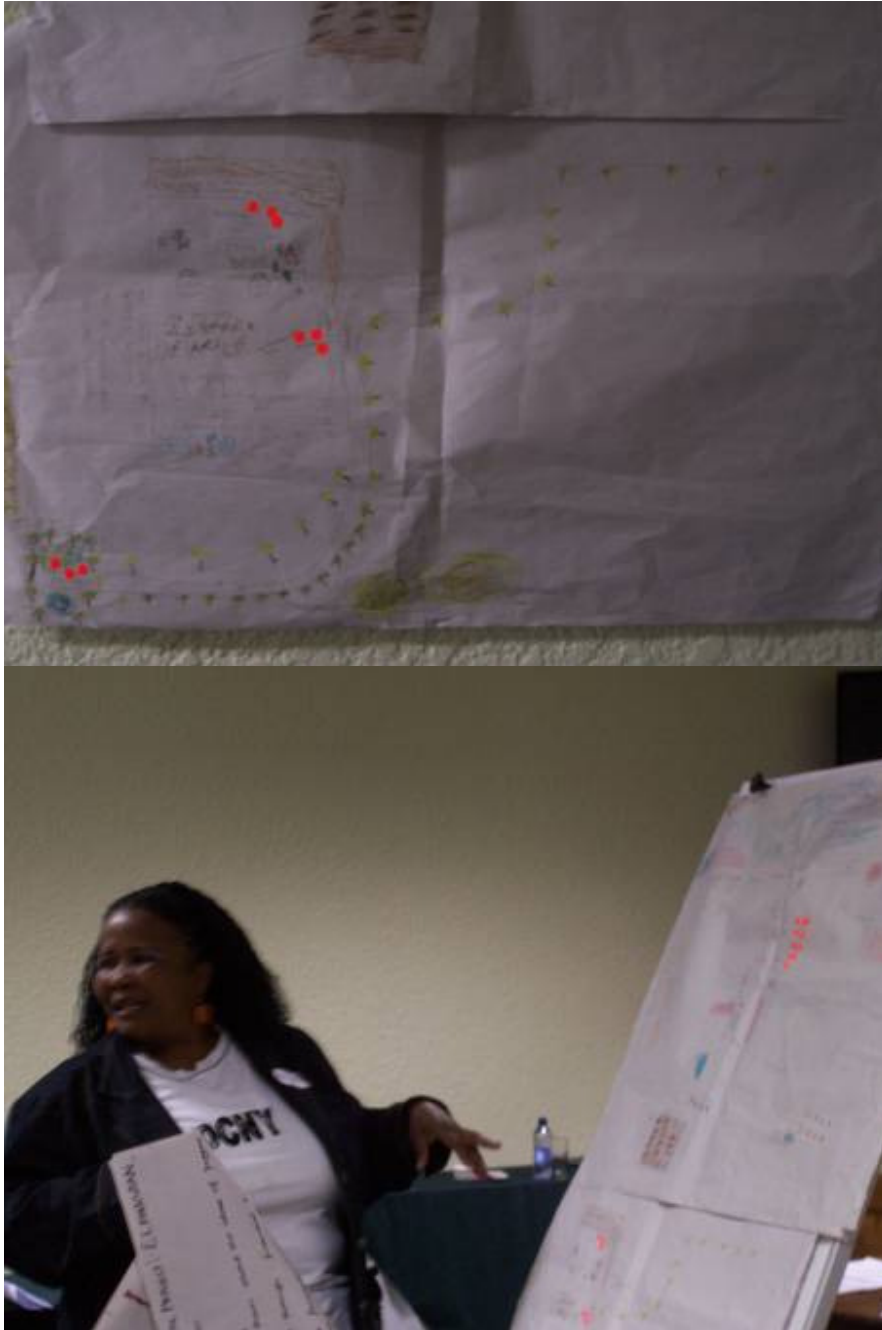
Conflict background as unpacked during the workshop:



- Waterpunt gee probleme
- Kinders steel groente
- Waterdruk is swak in die somer

4. Lukhanyo:

Conflict background as unpacked during the workshop:

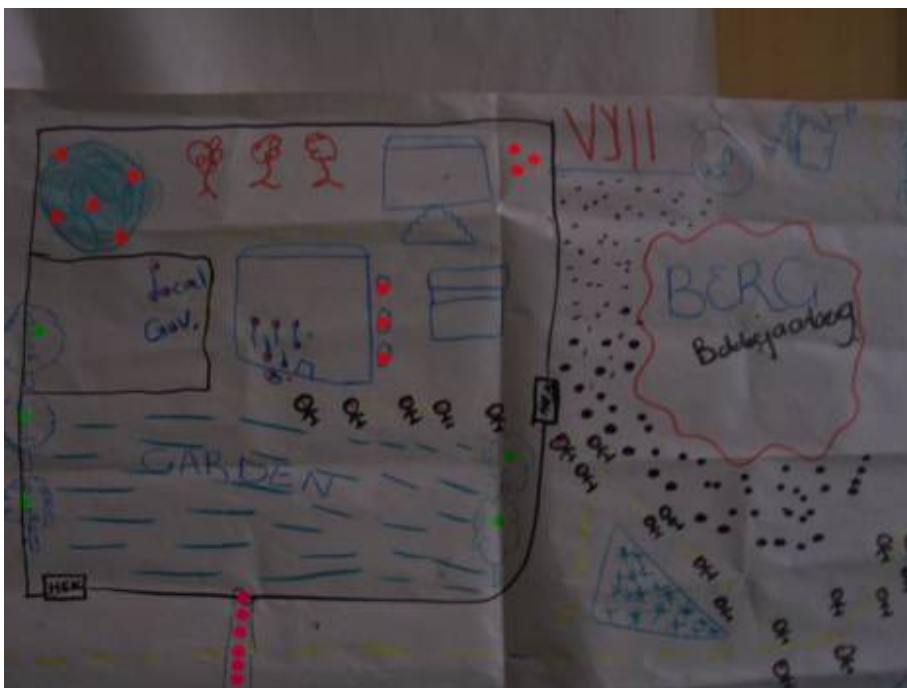


- Chickens – electricity problems
- - struggle with agriculture departments requirements
- Youth (daughter so 2 older ladies)
- Location – political ideologies

- Municipality – caused by external influences, regarding the road (Dept of Agriculture)
- Borehole not functioning
- Conflict currently between project and community regarding the Dept of Social Development's officer stating that the project must have an AGM and involve the community in their existing project. The members of the project are unhappy about this as they had contributed funds before the DSD intervened with funding.

5.Vukuzenzele:

Conflict background as unpacked during the workshop:





- Konflik tussen projek and gemeenskap
- Nog geen draadheining om tuin
- Mentor: Belgium het die projek verlaat
- Projek was aktief, toe onaktief tans weer aktief, maar gemeenskap wil tans nuwe bestuur verkies

6. Elandskloof:

Conflict background as unpacked during the workshop:





- Geboue in onbruik a.g.v konflik
- Beeskamp het buchu en tee lande ingeneem
- Donkies en beeste en varke loop oral los rond
- Mense woon in plakkers huise
- Grond word gesamentlik gebruik
- Probleem is van 'n politieke aard
- Kleinboere / Opkomende Boere Projek v.s. Gemeenskaps Projek

This methodology has assisted the participants in diagnosing their own conflicts as shown by their feedbacks.

Below are some pointers the participants enumerated during the initial brainstorming session.

Plekke:

- Begrotings gesprekke
- Vergaderingkamers
- Openbare plekke
- Op die werklant
- Polieke werwing
- Leierskaps verkiesings binne projek
- Behoefte bepaling
- Gesprekke met munisipaliteit
- Forum vergaderings

Gevoelens:

- Seergemaak
- Kwaad
- Teleurgesteld
- Woede

Aksies Optrede

- Harde woorde
- Aanvallende optrede op persoon
- Onttrekking
- Gee eers 'n tyd kans voordat die saak weer aangeroeer word bv. 1 maand
- Bly in die teenwoordigheid
- Vra vir eksterne bemiddeling

In an effort to test their understanding of the methodology, the consultants assessed the participants on a regular basis.

At the end of Day One, their feedback was as follows:

1. Introspeksie – Finding your inner self. Om jou eie self / ware self
2. Konflik areas is uitgewys tydens sosiale kaart oefening.
3. Fokus op groep as geheel en nie op individueel nie.
4. Geleer wat konflik werklik is.
5. Refleksie op ontstaan van projek motiveer die oplossing van die konflik.
6. Groeplede het nader aan mekaar beweeg.
7. Voel meer gelukkig as vanoggend.
8. IWRM + Landbou Komitee
9. Vertaling het inligting duidelik gemaak.

Day Two's feedback was as follows:

1. Het baie geleer, weet nou meer as voor gister.
2. Geleer hoe om in 'n konflik situasie op te tree op 'n positiewe manier.
3. Baie emosies het opgekom, maar is positief aangewend.
4. Het geleer om standpunt in te neem
5. Voel goed want dissipline het ingetree bv. Almal is stiptelik vandag.
6. Het besef jou projek is nie die enigste met konflik nie.
7. Besef dat DWAF ongee vir die projekte.
8. Wat geleer is kan terrugneem word na die lede van die projekte.
9. Selfondersoek is gedoen oor die manier how ek voel en optree
10. Het meer selfvertroue gekry om my emosies uit te druk.
11. Wil dit wat geleer is terugneem na die gemeenskap sodat ons mekaar kan verdra en konflik kan uitwerk.
12. Wil hê dat ons nie hier moet leer van konlikhanteering en as ons terruggaan huistoe, is daar geen verandering in ons gedrag nie.
13. Het geleer om op 'n kalme en rustige manier met mense te praat.

Evaluation

Some of the comments taken from the evaluation form proved that the participants have started to internalise the learnings from the workshop.

1. I will use the experience that I adopted in this workshop whenever something crop up. I will go back to my notes and empower myself.
2. To learn to listen to myself, my emotions, and fight the anger and be able to be positive and be able to manage and solve any conflict that I may come across. To take these lessons to my organisation. To commit myself into trying to be able to bring change to my organisation
3. Ndiziva ndifunde lukhulu, ndomelele kuba funeka ndifunde ukuzithemba sinikane imbeko, namathuba okubonisana ngento, emasiyenze
4. Ukuzethemba omnye angathethi ngomnye. Xa unento ongayiqondiyo yinqonde. Ungabonwa uqumbile. Endikufunde apha ndizokufundisa abanye ebebengekho apha ndifunde lukhulu.
5. Ek is diep oortuig van myself om konflik situasies te kan hanteer deur krag wat ek van bo kry.
6. Hoe om my emosies to beheer deur myself to verstaan en om ander beter te hanteer. Die omgewing waarin konflik plaasvind sal ook bepaal hoe ek myself en bekwaamheid versterk.

Recommendations

Based on one of the deliverables as laid out in the TOR, we, the consultants, were able to elicit the different types of conflicts from the participants. As a result of these conflicts, we recommend that DWAF have more conflict management sessions with these projects. However, these sessions should now move to a more individual basis, and each and every member of these projects should be part of the conflict management process.

In future, the participants that were part of this workshop, could be further trained to be “peacemakers”/conflict trainers for their projects and their communities, as they have shown through their commitment to this process, that they have the potential and ability to be effective in their projects and communities. This was also borne out in their Pledges.