

School Leaders as Effective Negotiators and Mediators – The Art of Lessening Conflict in Schools: A Literature Review

Vuyisile Msila

*University of South Africa, College of Education, P.O. Box 392, UNISA, 0003, South Africa
E-mail: msilavt@unisa.ac.za*

KEYWORDS School Effectiveness. Social Justice. Learner Success. Fairness. People-centredness

ABSTRACT All organisations do experience conflicts from time to time. Intractable conflict can debilitate the running of organisations and make communication to be almost impossible. Organisations without a healthy climate will simply crumble and not be able to achieve their set goals. However, effective leaders with the necessary skills will be able to eschew conflicts as they uphold the vision of their organisations. This paper explores various necessary aspects of conflict competence with particular reference to negotiation and mediation. Generally, schools are beset with constant conflicts and challenges. Without competent school management, conflicts can be on-going and will affect all the teachers' morale as well as their commitment, and learner success. The literature explored here does not only illustrate what numerous authors say about negotiation skills but it also illustrates how some of the skills can be engendered. The discussion explicates why schools this century need adept, multi-skilled school principals who will uphold professionalism and elements of fairness as well as ethical and moral leadership.