

TEXT BOOK OF JOURNALISM

**INTRODUCTION
TO CONFLICT
SENSITIVE
REPORTING**

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**INTRODUCTION TO CONFLICT
SENSITIVE REPORTING**

FRIEDRICH NAUMANN FOUNDATION FOR FREEDOM

Friedrich Naumann
STIFTUNG **FÜR DIE FREIHEIT**



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„Friedrich Naumann Foundation for Freedom“ works in more than 60 countries in the world to protect and promote liberal values such as human rights, open society, education, social market economics, responsibility and personal freedom.

In 2016, within this field of activities, Friedrich Naumann Foundation in collaboration with The Ministry of Foreign Affairs of Germany, with The Institute of Democracy, Media and Culture Exchange as well as with local partners started a three-year educational project for the journalists from the South Caucasus.

Three groups consisting of fifteen journalists of different age, professional background and experience from Armenia, Azerbaijan and Georgia received high-level training and acquired practical skills regarding economics, cultural values and impartiality of journalism in the area of conflicts.

This educational project aims at contributing to the development of impartial journalism and establishing contacts between the representatives of regional media.

Under this theoretical and practical collaboration between the Journalists from the South Caucasus and the international and local experts were created three textbooks in impartial journalism in following fields: economics, cultural values and conflicts.

Peter-Andreas Bochmann

Project Director for The Friedrich Naumann
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About the author

Dr Pandeli Pani has been working as a journalist and a consultant and has been holding training for 25 years. He has a number of times arranged and led training to prepare journalists in Ukraine, Balkans, CIS and Central Asia countries. As a consultant, he is mainly working on issues such as transforming the state radio broadcasting into a public one (East Europe, Ukraine) and establishing a communal radio station (South-East Europe, Myanmar. Pandeli Pani was a visiting professor at the Free University of Berlin, at Bonn and Jena universities as well as at the Tirana University, the St. Cyril and St. Methodius University in Bulgaria and at the Tbilisi State University.

About the co-author

Dr Ulrike Fischer-Butmaloiu is a journalist, a training leader and an assistant professor. She was leading the training with the International Board of Journalists at the Free University of Berlin in which there were participants from all over Europe, CIS and the US. She was invited to hold training, lectures and seminars in Egypt, Palestine, Ghana, Cambodia, Central Asia, Balkans and the Caucasus. Fischer-Butmaloiu gave courses in Media Culture, Political Communication and Practical Journalism. The topic of her PhD dissertation is Russian Median in the Times of Crisis.

Free and independent media plays an important role in preserving democratic culture in a country. It contributes to forming public opinion and thus fulfils the most crucial purpose of the society. Journalists are given special privileges and opportunities for their research in order to then be able to properly accomplish this purpose. Nevertheless, these advantages come with a great responsibility against their future audience and in general, against the whole society. This responsibility implies not only utter cautiousness when it comes to the matters of an extreme delicacy such as conflicts or information about capital markets and financial products but also the necessity of continuous advancement as a professional.

In Georgia, in Armenia and in Azerbaijan journalism education aims at training the journalists who can generally write about anything. Although such broad spectrum education allows them to be able to review any topic, the fact that they are busy working on daily news and their skills are more general rather than profound so their professional level is determined by how good their general education and knowledge is. However, this leaves them almost no time to study new subjects and deepen their knowledge. This issue appears especially problematic when these journalists have to report news on conflicts, crisis and disasters.

By holding the trainings about reporting on finance and business, cultural diversity and conflicts Friedrich Naumann's Foundation for Freedom responds not only to the needs of South Caucasus countries in regard to those topics but also to the growing expectations toward the journalists all over the world as journalists are required to have better social and professional skills every day.

In which manner should the journalists write about financial matters so that their reportage was interesting, lively and clear for the reader? How should they acquire information on financial institutions and business companies? How should they remain impartial when writing about crisis, conflicts and war? What are the criteria to measure the qualifications of a journalist in the times of crisis? How do stereotypes and superstition influence the media in the country? What should a discrimination-free reportage be like? – These are some of the subjects and topics that were discussed during the workshops held by the foundation. Theoretical knowledge was then reinforced with practical exercise. During the workshop, the participants were divided into three groups and worked on joint projects carrying out the interviews and enquiries in order to complete the obtained information and point out the most critical aspects. In the end, the groups reviewed the projects together and the participants got the opportunity to talk about their work and discuss the issues of journalism ethics.

While working in international groups the participants got the chance to explore intersecting topics and widen their professional range as well as establish contacts that are useful for their future activities in the field. Since the workshops help participants develop supplementary skills it gives them the opportunity to acquire new profiles which ensures their higher professional market value. Great interest from the participants, lively discussions during and after the workshops and joint projects clearly demonstrate how crucial such events are in raising the level of professionalism in journalists.

And last but not the least it is nonetheless important that the workshops let journalists of different cultural and national backgrounds get to know each other while working together which helped them get rid of many superstitions and stereotypes. Each participant left the workshop with the hope that they can provide better-prepared information for their audience as well as contribute to raising sympathy and understanding between the nations.

Pandeli Pani,
November 2017.

INTRODUCTION TO CONFLICT SENSITIVE REPORTING

Breaking news, flash, sting operation, live coverage of events and happenings... The way we communicate has changed in the area of mass communication. Radio, television, newspapers and magazines have given us the ability to reach millions of people with our messages simultaneously. With the advance of technology the media and its influence on the societies, has grown exponentially. The Internet makes communication fast and omnipresent and has led to a new era where the presence of the media pervades public life as never before. Reading articles online in the morning with our morning cup of tea or coffee, checking Facebook or cell-phone messages while waiting for the buss, viewing twitters and watching television in the evening – we are constantly updated on events taking place around the world.

Mass media are the means of social interaction and it has given each of us a platform to voice our opinions on all sorts of social and political issues and share information with one another. On the positive side the mass media keep watch over everything for us and report back to us. Thus mass media provide social control.

However mass media produce direct effects on the minds of common people. And on the negative side, mass media are considered to be manipulative. Joseph Klapper, the author of *Effects of Mass Communication*, has said what mass media do is nothing but engineering of consent.

This negative effect of mass media becomes more evident, when a society is threatened by violent conflict. In countries affected by conflict and human insecurity journalists face greater difficulties, because opposing sides seek to control the media and the information can be censored

or unreliable. In addition frequently a reporter's story on a conflict can be the only information available to his audience and the only link to events happening outside of one's neighborhood. So how the reporter frames the conflict can bias the audience in favor of one party, or one solution over another; it can intensify the conflict, or cool it down. On other weak point is that most journalists merely report on the conflict as it happen and they don't deal with ways of prevention and resolving. Nevertheless especially in a time of violent conflict journalists should provide reliable and unbiased information through the gathering of non-partisan information to make the public far more well-informed about the conflict beneath the violence, and help in this manner to resolve the conflict. Journalist must be aware of media's role and the responsibility that follows with this in times of conflict and report conflicts professionally without feeding the flames and playing a role in helping parties to find solutions to conflicts. This is called conflict sensitive journalism.

This particular role requires an additional and deeper understanding about the roots of conflict, and how conflict develops and ends. For the reporters it is compulsory to have mastery of newsgathering, processing and presentation and conflict sensitivity while reporting about conflicts and solutions.¹

¹ Much of this handbook is derived and adapted from important publications of experts in the field of peacebuilding and conflict sensitive reporting, including 'Conflict sensitive approaches to development, humanitarian assistance and peace-building' by Africa Peace Forum, Center for Conflict Resolution, Consortium of Humanitarian Agencies, Forum on Early Warning and Early Response, International Alert'; 'Conflict Sensitive Reporting: A toolbox for journalists' by Peter du Toit; 'Conflict sensitive journalism' by Ross Howard; 'Peace Journalism, What is it? How to do it?' by Annabel McGoldrick and Jake Lynch; *Tragedies & Journalists - A guide for more effective coverage* by Dart Center for Journalism & Trauma; *Dart Center for Journalism & Trauma*.

KNOWLEDGE AND SKILLS

Journalists deal with conflict frequently in their work, although they are often not aware of this. The most of us associate conflicts with armed conflicts, but every kind change in the society can lead to a conflict because there might be disagreements about the change. For this reason journalists should know the different kinds of conflict, the causes of conflict and how people may resolve it.

WHAT IS CONFLICT?

Conflict is an ambiguous concept that takes on different meanings for different groups and in different contexts. In particular, conflict tends to be understood as a negative phenomenon, synonymous with violence. But violence and conflict are not synonymous. Violence is a manifestation of conflict hence social scientists have adopted a broader and more positive approach to understanding conflict. According to this approach conflict is regarded as a natural multidimensional phenomenon that is typically indicative of change within society. So conflict is normal when there is change and it remains a legitimate part of social and political life. Yet society should be always on guard to ensure that conflicts within its fold do not turn violent.

Conflict occurs when two or more parties (individuals or groups) believe that their interests, goals or ambitions are incompatible, express hostile attitudes or take action that damages other parties' ability to pursue their interests. If the involved parties manage their disagreement or their conflict peacefully and constructively, conflict can be a positive process. Under the condition that conflicts are executed without the use of destructive force they are considered an essential component to social life and can stimulate positive development. However when parties no longer seek to attain their goals peacefully, but resort instead to violence in one form or another, conflict becomes violent. So the aim of conflict prevention is not to avoid conflict, but to avoid its violent escalation.

So violent conflicts are not inevitable, nor do they happen overnight; conflict is a dynamic process, which may take differing forms and run through various stages of escalation and de-escalation, resulting from the complex combination and overlap of the various causes of conflict.

Conflict can exist in a latent state for a long time until one of the parties begins taking steps that will alter the status quo. It's often possible for parties to be largely unaware of the potential for conflict until something happens that alerts people to a problem. For example communities may live happily side-by-side sharing common land for grazing until a mineral resource is discovered on that land. Then tensions may begin to rise.

Conflicts appear an every societal level. This might be on family level (parental; marital; intra-sibling; child custody; and domestic abuse), in neighborhoods, on municipal level, among political parties (about issues, programs, and manifestoes), among groups within a country or across borders. So conflict takes place within relationships and it's clear that the nature of these relationships will have an important influence on the way the conflict plays out. Where parties have longstanding histories of antagonism and hostility the prospects of finding mutually satisfactory outcomes without confrontation is diminished. Where there is a history of having dealt with contentious issues in a constructive manner, the likelihood of a peaceful outcome is enhanced.

Parties' beliefs and perceptions play an enormously important role in shaping how a conflict plays out. The fact that a party believes something is true can be as important as the reality of whether that belief is justifiable or not. For instance, when one group believes they have a claim on 'ancestral land' while another does not recognize historical claims, conflict is probably.

Conflict becomes apparent when parties begin to purposely mobilize the power that they have available. This power can take many forms and can include the use of military hardware by governments and rebels, strike action and lock-outs by trade unions and corporations, hunger strikes by prisoners and demonstrations by marginalized citizens. It can also involve

parties using their wealth to buy advertising aimed at swaying public opinion, or the strategic use of social media to win support and to advocate for collective action, consumer boycotts and sit-ins.

If journalists want to make a difference in reporting on conflict, then it's important for them to think about it more broadly. So while it is true that conflict all too often leads to violence, it should be clear that confrontations are not necessarily a given. Likewise journalists need to understand that conflict involves more than a confrontation that ends with winners and losers; it can also end peacefully with parties finding mutually satisfactory solutions. Journalists also need to recognize that conflict can exist without parties even being aware of the danger of escalation to levels that may be destructive and harmful to all involved.

WHAT CAUSES CONFLICT?

It goes without saying that if journalists want to play a role in helping parties to find solutions to conflicts, then they need to understand how the conflict may have started. They may never be able to bring out the precise cause of a conflict, but they can develop informed hypotheses founded on an enhanced understanding of the different factors that cause conflict. These informed hypotheses can help journalists formulate questions that enable them to explore the origins of the conflict in greater depth, which can help them to promote an all-round understanding of what is happening and why. It's important to acknowledge that a conflict may have more than one cause and journalists need to remain alert to the fact that they may well be missing something. Conflicts can be multi-causal and this increases the difficulty of finding lasting solutions.

Although conflicts are often explained in terms of ethnic, religious, cultural or national differences the most experts writing about conflict believe that these terms are generally just labels that are used to hide something else. There is a general opinion that the fact that people have different ethnic or religious backgrounds is not a cause of conflict in itself. Conflicts

may well have ethnic or religious dimensions to them, but the underlying causes of these conflicts will lie elsewhere, such as in scarce resources and their allocation, in structural imbalances, lack of or little information and communication etc. People don't act violently just because they are different. But it's not surprising that for those in power it is easier to mobilize people along ethnic, cultural and religious lines. And that a large percentage of the world's serious conflicts happen in areas characterized by high of ethnic or religious diversity. People who share common cultures, values and beliefs are more likely to unite around the cause than people who don't, but that this is nevertheless not ever a sufficient explanation for conflict. All types of conflicts have in common that they always breed on differences and competing goals, taking various forms and extremes. And the most common causal factors that lead to conflict are²:

Scarce resources: If a community or nation does not have the resources to ensure a reasonable standard of living for everyone, then conflict is likely as groups and individuals compete for scarce resources. These can include material resources such as land and access to water and health services, food, housing, or other benefits such as jobs and opportunities for personal advancement. Often such confrontations occur because parties want to make different use of the resources. Journalist should keep in mind that conflicts about access to land as a resource, can also take on ethnic and cultural dimensions.

Conflicts over resources can also be severely aggravated in situations where there are noticeable inequalities in the distribution of resources. So when groups feel they are not getting a fair share of a resource of social good conflict is likely.

Uneven distribution of power and structural imbalances: Conflict often occurs when there is an actual or perceived inequality of control of

² This list is excerpted and adapted from 'Conflict Sensitive Reporting: A toolbox for journalists' by Peter du Toit.

resources and the manner in which these are distributed. In most instances those conflicts are related also with unresolved grievances from the past. Do to historical circumstances one dominant ethnic or religious group is able to use its power to entrench a privileged position and to use this position to secure an unequal distribution of resources and to benefit at the expense of others. Such structural imbalances often have their origins in times when ethnic identities were either manipulated or ignored in the construction of modern states. Conflicts are also likely in states where exist different minorities and when the interests of minority groups are not accommodated by the state. Problems can occur e.g. when a minority group finds that a dominant group's language have been imposed on them.

Human Needs: All people and groups have a range of basic human needs which need to be satisfied. These include physical needs, such as the need for food, clothing and shelter and physical security against harm. They also include identity needs which include the freedom to associate with people who share their ideological, political and religious beliefs and the freedom to express themselves straight and openly without being threatened. Individual identity is often linked to groups, and individuals tend to see the group's structures, beliefs and attitudes as part of their extended selves. If something or someone threatens a group's identity then members of that group are also likely to perceive the threat as directed at themselves as individuals. Group identity needs can have serious implications for conflict because they allow leaders to mobilize people around issues affecting group identity.

The desire to fulfil human needs is believed to be so strong that when groups are unable to satisfy them by following conventional and accepted social and political processes they are likely to turn to other more contentious strategies.

In so doing they may challenge the state, break laws and adopt violent and sometimes quite brutal tactics. A key feature of these needs is that they are integral to the individual, are deeply rooted in groups and cannot be bargained away. It may be possible to accommodate these needs in different

ways, but the needs themselves cannot be compromised. Addressing needs-based conflicts requires problem-solving processes designed to determine which needs are being frustrated and thinking creatively about how these can be accommodated.

Information and communication: Many conflicts occur in situations where the parties involved have incorrect ideas and beliefs about each other and there is little or no communication between them. These problems can be exacerbated by the lack of sufficient access to the information they need to make informed decisions. In some cases this may have to do with parties not understanding each other's motives for acting in particular ways and their inability to communicate effectively with each other. It is common for parties in conflict to want to withhold information from each other in the hopes that this will give them an advantage. These problems can be aggravated by the tendency of people to distort information to make it fit into a pre-existing understanding of a situation. People are likely to believe the worst of an opponent and it can become exceptionally difficult for someone wanting to make a conciliatory gesture to ensure someone from the other side understands this.

Interpersonal relations: Conflicts between groups may sometimes have their origins in interpersonal conflicts, especially in cases of personalization and hyper-personalization of politics. When influential people in communities are in conflict with each other they will frequently mobilize their supporters to gain an advantage over their opponents. In such cases supporters may participate in such struggles because they are genuinely loyal to their leaders. They may also be reliant on the leader's patronage. When conflicts are allowed to develop in this way they can take on a dynamic of their own, sometimes extending beyond the leader's sphere of influence. This is especially the case when conflicts of this nature turn violent and are accompanied by the destruction of property, injuries and deaths.

Uncertainty: Conflict oftentimes breaks out during times of change, uncertainty and transition when new norms are being established and groups are struggling with the challenge of dealing with each other and the past. In post-war situations these uncertainties can cause conflict to re-emerge.

Differences may have been addressed on a macro-level, but bitterness and hatred between members of previously rival groups can persist. Conflicts can also emerge when combatants who have grown used to using force to achieve their objectives find themselves subject to civilian laws. For these people it can be extremely difficult having to submit to democratic processes that they may feel are not serving their interests. The challenge of dealing with these uncertain situations can be dramatically enhanced in countries that have been through violent transitions because of the proliferation of weapons.

Goal incompatibility: There are many instances where parties' goals might be incompatible and which might result in conflict. An investor might want to build a hydroelectric plant at a river while conservationists want to see the river protected. The state may want to give rights to freshwater fishery for a lake to a big company, while a community might want to protect the area and the local fishers. The list of possible confrontations is endless and the challenge is to find ways to meet the needs of all parties to a degree that all find satisfactory. It's important to note that it does not matter whether or not the parties' goals are actually incompatible, the fact that they perceive them to be so is all that is necessary for the conflict to exist.

However, while these categorizations provide a useful aid in helping to identify the causes of a conflict, the reality is that they seldom, if ever, occur in isolation.

It's commonly the case that while one of these issues is dominant, the other factors may also be contributing to the conflict. For example: a conflict may appear to be structural in origin with members of a particular ethnic group being privileged over others, but it will also involve issues of human needs as the group that is being discriminated against feels that its identity needs are being ignored. It's also common that interpersonal differences between leaders of rival political factions will also contribute to the emergence of the conflict.

CONFLICT VS. VIOLENCE - WHAT'S THE DIFFERENCE?

As mentioned above conflict erroneously confused with violence between two warring parties. Yet violence and conflict are not synonymous. Violence is a manifestation of conflict and involves one party (individual or group) taking intentional action to hurt another.

Explicit violent physical conflicts are easily identified and described by journalists. However violence does not have implicitly to involve the use of physical force. There are other kinds of violence which do great harm in a society e.g. withholding material goods or stopping food from reaching refugees. Also any action that aims to undermine people's sense of self and identity, such as oppression of human rights or crackdown on civil and political rights, can be seen as violent. In this sense verbal abuse and hate speech should be seen as well as a violent act, because the abuser's goal is to inflict harm on the other.

So beside the manifest violence they are other kinds of violence that exists in societies and these are more difficult for reporters to see and to explain. Nevertheless the coverage of these kinds of implicit violence is also important, because these kinds of violence have the potential to turn into explicit violence unless effort is made to forestall and curb them in earlier stages. Two types of such violence³ are:

Cultural violence arises out of a perception of one social group about the other. It can include talk, images or beliefs which glorify physical violence, and it takes many forms, such as:

- *Hate speech*: Different ethnic or cultural groups openly speak badly of each other. One group blames the other for difficulties or problems it is suffering. Violence is encouraged to eliminate the blamed group.

³ This remarks are adapted from 'Peace Journalism, What is it? How to do it?' by Annabel McGoldrick and Jake Lynch.

- *Xenophobia*: A people's or a country's hatred or fear of another country creates misperceptions and encourages policies which promote conflict with that country.
- *Myths and legends of war heroes*: A society whose popular songs and history books glorify one side's ancient victories can build hatred for the other side.
- *Religious justifications for war*: Extreme intolerance of other beliefs promotes conflict.
- *Gender discrimination*: To allow practices and laws against women that are not accepted against men is a form of violence.

Structural violence is harm, which is built into the laws and traditional behavior of a group or society. Harm is permitted or ignored. It can include:

- *Institutionalized racism or sexism*: Laws and practices which allow unequal treatment based on race or sex.
- *Colonialism*: A country's lack of self-determination. A foreign authority forcibly assumes control over all important decision-making processes.
- *Extreme exploitation*: Such as slavery.
- *Poverty*: The world's leading cause of violent conflict.
- *Corruption and nepotism*: Governmental decisions are influenced or decided by bribery, favoritism and family or tribal connections.
- *Structural segregation*: Laws which force people to live in separate groups or places against their will.

These kinds of violence are extremely important to identify when reporting and analyzing conflict. Often they are the real cause of direct physical violence. And we have to keep in mind that ending the physical violence will not be enough. It will happen again if the cultural and structural violence is ignored.

WHAT IS CONFLICT SENSITIVITY?

Conflict sensitivity means the ability to:

- understand the context, meaning all socio-economic and political tensions, root causes, cultural and historical background as well as structural factors, in which you operate, because they all have the potential to become violent;
- understand the interaction between your intervention and the context;
- act upon the understanding of this interaction, in order to avoid negative impacts and maximize positive impacts.

CONFLICT ANALYSIS FOR JOURNALISTS

For citizens in a conflict to make well-informed decisions and perhaps resolve their conflict, they must have good journalism. There is a tendency among journalists to simply report the bare facts on what is happening or about violent conflict, but this does not help the readers, listeners and viewers to really understand what is actually going on. If journalists are just professional spectators and distributors of the bare facts about a violent conflict, citizens will only understand the conflict in those terms. But if we search for news beyond the bare facts, and present more information to citizens, including possible solutions, they may see the conflict in different terms. So if journalists want to play a role in helping parties to find solutions to conflicts, then they need to understand how the conflict may have started, which are the actors of conflict and the capacities for peace and how are conflicts resolved (see below How is conflict resolved?).

In reporting on conflict journalists need to be able to analyze what is happening and to draw on their own analysis in posing the kinds of questions that will help people understand what is going on and why. With conflict analysis, journalists can identify more sources to go to for information and can understand what diplomats and negotiators are trying

to do. Through careful analysis, considering the conflict from different angles and showing how it affects different people, journalists can report about conflicts more reliably and help parties to better understand conflict. Conflict analysis is thus a central component of conflict sensitive reporting.

Conflict analysis can be carried out at various levels (e.g. local, regional, national, etc) and seeks to establish the linkages between these levels. It is also important to establish systematic linkages with other interrelated levels of conflict.

The analysis of the nature and ingredients of a conflict consists in four main elements:

1) **Factors of Conflict:** As mentioned above conflicts are rooted in multi-dimensional causes and factors. The different types of causes overlap and interrelate and there can never be one single factor that leads to a violent conflict. These cause and factors could be *systemic* (structural), *proximate* (enabling) or *immediate* (triggering). These factors can be internal or external to the area in conflict.

- *Systemic causes: Structural Conditions:* Systemic determinants cause objective changes in parties' material circumstances; environmental deterioration, population growth, resource scarcity and competition, the colonial or Cold War legacy, breakdowns of values and traditions, poverty, and ethnicity are some examples of systemic causes of conflict. Systemic sources of conflict are pervasive and affect large numbers of people. Their influence on the probability of conflict operates slowly. Measures like international programs or government policies that seek to prevent or reduce conflicts by treating their systemic sources often show results over the long term.

- *Proximate Causes: Political and Institutional Factors:* Proximate sources are problems in the social, political, and communications processes and institutions that mediate the effect of systemic conditions on peoples' lives and behavior. Proximate factors are crucial influences on whether systemic conditions give rise to violent reactions or to

more peaceful ways of dealing with conflicting interests. The linkage between proximate determinants and manifestations of violent conflict are easier to discern and their effect is more direct. Government policies, social organization, economic reform programs, the problems of political liberalization, militarization and external military aid can all be proximate sources of conflict.

- *Immediate Causes/Triggers*: The most immediate and direct causes of violent conflict are found in single key acts and events or their anticipation that that will set off or escalate violent actions—for instance, a government cracks down on an oppressed group which prompts a rebellion. Because they are more visible, these factors may be relatively easier to influence.

- *External and Internal Factors*: The source of the cause of conflict is another major dimension influencing a country's position on the spectrum from conflict to peace. Domestic and regional factors can encourage or help to head off violent approaches to resolving tensions, as can exogenous factors carried out by third parties. Internal and external determinants of conflict can be systemic, proximate or immediate.

2) **Actors of Conflict**: refers to all those engaged in or being affected by conflict. This includes individuals, groups and institutions contributing to conflict or being affected by it in a positive or negative manner, as well as those engaged in dealing with conflict. The ability to identify all explicit and implicit actors to a conflict is important for a conflict reporter because the identification of actors of a conflict can help in understand the following:

- Stated interests of actors involved;
- Hidden agendas of actors involved;
- Relationships of various other actors and their perceptions of such interrelationships (connections with / contradicts with);

- Resources the conflict actors have at present in order to realize their agenda and they still require to realize their agenda (resources they have);
 - Actors who are interested in peace through negotiations (resources they need).
- 3) **Conflict dynamics** can be described as the resulting interaction between the conflict profile, the actors, and causes.
- 4) **Capacities for Peace:** The purpose of identifying capacities for peace among various actors is simply to sift the “spoilers” or “interest groups” who have a stake in perpetuating a conflict. Such an analysis could be conducted by simply documenting the information; you have and get additional information and interviews to see whether your analysis has been thorough and objective. The idea is to determine objective reasons that can be recognized by the actors involved in the conflict as common grounds for peace.

STAGES OF CONFLICT ESCALATION

Very important for a conflict reporter is to know also the stages of conflict escalation. The communication scientist Friedrich Glasl⁴ has identified nine stages of escalation. Stage 3 is an important stage for media as it is where through bridging the communication gap between the two sides in a conflict it can play the role of peace agent. Through good reporting and accurate and impartial news the two sides in a conflict can start to take into consideration the opinions of the other side and this can decrease the chance of further escalation of the conflict.

⁴ Friedrich Glasl: Konfliktmanagement, Vol. 2, Bern/Stuttgart, 2002, p.216ff.

1. **Hardening:** Opinions transform into positions. In conflict situations perceptions and roles are consolidated. Nevertheless, both parties still believe that misunderstandings can be clarified through verbal argumentation.
2. **Polarization, Debate:** Common goals still exist but at the same time individual interests start to increase. It is anticipated that losing one's position would have disadvantageous implications. Each party tries to affirm itself against the other. Ways of behavior which do not relate directly to the problem are becoming fixed. There is still interest in keeping the relationship alive but tactical maneuvers increase.
3. **Actions, Not Words :** Widely perceptions are not questioned anymore, only those that differ from the norm are considered to be in need of addressing. The right of the other party to retort is denied. Dialogue is abandoned. Actions against the norm receive backlash.
4. **Images and Coalitions:** Resilient attitudes increase and the focus shifts to victory over defeat; and the assurance of one's own existence. The negative image of the opponent becomes impossible to change and at the same time a glorified image of oneself is emerging. Self perceptions are affirmed by the actions of the opponent.
5. **Loss of Face:** Defamation of the other in public in order to strengthen one's own position is practiced. Any form of direct contact between the groups is impossible. Disgust towards the other.
6. **Strategies of Threat:** The conflicting parties have cut off all avenues for pulling back. Violent actions are increasing. Actions of the enemy are considered to be aggressive and one's own behavior is interpreted as reactive. Irrational acting increases, the aim is to gain absolute control over the opposition and the situation.
7. **Limited Destructive Blows:** Intention to destroy the enemy through destructive actions to ensure one's existence is secured. Each party perceives the other to be capable of undertaking any

actions and in order to avoid this they must be eliminated. One's own purpose must be asserted at any cost.

8. **Fragmentation:** Destructive blows are undertaken to fragment the adversary, destroy their foundation of existence and cut them off from their supporters. Erratic acts of aggression increase. Aim is to shatter the other party in the greatest possible way but without jeopardizing one's own existence.
9. **Together in the Abyss:** Any and all forms of violence are used, even those with the danger of self-destruction. Immediate goal is the elimination of the enemy.

How is conflict resolved?

For journalists it is as well important to know that there is more than one way to end conflict. Think about this imaginary conflict. Two groups are in conflict over an orange. The orange tree is on one group's land. But the orange is on a branch hanging over the other group's land. Both groups want the one orange.

There are at least four ways for this conflict to end.

1. One party prevails:

- a. The two groups could fight violently and the stronger one wins the orange. The loser is angry and wants revenge.
- b. A judge settles the dispute in favor of one group. But the judge may be corrupt, slow or expensive. The loser is unsatisfied.
- c. Compensation. One group pays the other and keeps the orange. But this could be expensive.

2. Withdrawal:

- a. One or both groups simply walk away. But the conflict is unresolved and neither group is satisfied.
- b. One group destroys the orange, or gives it away. Destroying the orange could include violence. And both sides lose the orange.

- c. Both groups do nothing. But the valuable orange will rot, and is lost by both groups.

3. Compromise. A more useful way:

- a. Cut the orange, so each group gets at least some part of it.
- b. Peel the orange and each group takes the pieces one after the other. Now the orange is a different resource which can be shared, perhaps unequally, but satisfying both groups.
- c. Squeeze the orange into juice. This is a different way of seeing the orange. It is now a resource with a different value. The juice can be shared, perhaps unequally, but satisfying both groups.

4. Transcendence. Real resolution of conflict:

- a. Get more people to claim an interest in the orange, so no one group has a right to the whole orange. The local neighbors of the two groups in conflict may decide that the orange is a community resource, and they encourage the two sides to resolve the conflict without violence.
- b. Get another orange. The community of neighbors goes to the market or to the world and finds someone with a surplus who can share oranges with the two sides and ease the conflict.
- c. The two groups agree, perhaps with community encouragement, to bake an orange cake, sell it in the market and divide the money between the two groups. The orange now is seen differently. It is a resource by which the groups profit.
- d. The two groups plant the orange seeds, make an orange grove and together the groups become the prosperous orange supplier to the larger community. A perfect solution.

This is not to suggest that the neighbors in the community can just march in and tell the two groups in conflict what to do. But it is important to listen to the larger community's proposals for a solution and to seek community assistance in achieving a resolution.

What is the point of this analysis? It is obvious: conflict should be looked at in more than one way.

- When the source of the conflict is seen as a resource which can be shared, the conflict is less likely to become violent.
- When the larger community takes an interest, there is more pressure not to use violence.
- When there are several alternative ways to resolve the conflict, violence is less attractive. More alternatives means less conflict. One way of achieving more alternatives in a dispute is by bringing more people into the conflict. It produces more ideas for seeing the conflict differently. It helps discover different solutions to be shared. When two sides are deadlocked, other members of the community, such as religious leaders, the business community, the civil society, a friendly neighboring country, or international organizations, can bring different visions and alternative solutions.

HOW JOURNALISTS CAN CONTRIBUTE TO CONFLICT RESOLUTION AND PEACE-BUILDING

Conflict does not end by itself. Certain things must occur for the conflict to end. Some differences and conflicts can be resolved through a dialogue and peaceful means, while the ones that remain unsettled can brew, escalate and give rise to violence or armed means.

One of the most important means to resolve a conflict is communication. For two sides in a conflict to move towards a non-violent resolution, they must first talk. This communication often leads to amicable resolution of disputes and conflicts. This is where good journalism becomes crucial in conflicts and where the media can perform the role of peace agent. Necessary to that end is that journalists should not only repeat old grievances by the old elites, but rather they should seek out other parties and other points of view. As through good reporting and accurate and impartial news conflicts are often reduced.

ROLE OF MEDIA IN CONFLICT

It is important for media to understand what conscious and unconscious role it plays in its routine work reducing or at times aggravating conflicts. In the process of a conflict, the media perform the following roles that can eventually lead to peace making.

- *Pre-conflict phase:* In this situation, the media publicizes the competing interests of conflicting parties, which may lead to a conflict situation, with a view to striking common grounds for a negotiated settlement of differences and thus raise demands for peace.
- *The conflict period:* at this stage, the media brings to fore its human, economic, social and political impacts and thus reinforces the need for peace.
- *The post-conflict situations:* In this situation, the media keeps an eye on the enforcement of peace agreements that have been put in place by competing parties and ensures that they are being implemented judiciously.

Here are some elements of conflict resolution that good journalism can deliver to help parties to find solutions to conflicts:

1. *Bridging Communication Gap:* The news media is often the most important channel of communication that exists between sides in a conflict. Sometimes the media is used by one side to broadcast intimidating messages. But other times, the parties speak to each other through the media or through specific journalists.
2. *Educating:* Each side needs to know about the other side's difficulty in moving towards reconciliation. Journalism which explores each side's particular difficulties, such as its politics or powerful interests can help educate the other side to avoid demands for simplistic and immediate solutions.
3. *Confidence-building:* Lack of trust is a major factor contributing to conflict. The media can reduce suspicion by digging into hot

issues and revealing them so there are no secrets to fear. Good journalism can also present news that shows resolution is possible by giving examples from other places and by explaining local efforts at reconciliation.

4. *Correcting misperceptions*: By examining and reporting on the two sides' misperceptions of each other, the media encourages disputing sides to revise their views and move closer to reducing conflict.
5. *Making them human*: Getting to know the other side, giving them names and faces, is an essential step. This is why negotiators put the two sides in the same room. Good journalism also does this by putting real people in the story and describing how the issue affects them.
6. *Identifying underlying interests*: In a conflict both sides need to understand the bottom-line interests of the other. Good reporting does this by asking tough questions and seeking out the real meaning of what leaders say. Good reporting also looks beyond the leaders' interests and seeks the larger groups' interest.
7. *Emotional outlet*: In conflict resolution, there must be outlets for each side to express their grievances or anger or they will explode in frustration and make things worse. The media can provide important outlets by allowing both sides to speak. Many disputes can be fought out in the media, instead of in the streets, and the conflict can be addressed before it turns violent.
8. *Framing the conflict*: In a conflict, describing the problem in a different way can reduce tension and launch negotiations. In good journalism, editors and reporters are always looking for a different angle, an alternative view, a new insight which will still attract an audience to the same story. Good journalism can help reframe conflicts for the two sides.
9. *Face-saving, consensus-building*: When two parties try to resolve a conflict they must calm the fears of their supporters. By reporting what they say, the media allows leaders in a conflict to conduct

face-saving and consensus-building, even reaching to refugees and exiles in far-away places.

10. *Solution-building*: In a conflict, both sides must eventually present specific proposals to respond to grievances. On a daily basis, good reporting does this by asking the disputing parties for their solutions instead of just repeating their rhetoric of grievances. Good journalism is a constant process of seeking solutions.
11. *Encouraging a balance of power*: Conflicting groups, regardless of inequalities, have to believe they will be given attention if they meet the other side in negotiations. Good journalism encourages negotiation because the reporting is impartial and balanced. It gives attention to all sides. It encourages a balance of power for the purpose of hearing grievances and seeking solutions.

THE CONCEPT OF PEACE JOURNALISM

Journalists have a responsibility to the people they report on and for them. Some journalists say it is not our job to take responsibility for what happens when we report the news. We just report the conflict the same way we report on a soccer match — we just describe it. Nevertheless journalistic inquiry and reporting conflict already represents an intervention, that can change positions. Peace journalism⁵ faces this responsibility.

Peace journalism is an approach in reporting on wars or conflicts that is striving for their peaceful resolution and that provides an understanding of the general picture of the causes, consequences and motives behind the conflicts themselves. Contrary to this would be reporting that increases tensions and deepen divisions and differences between the parties involved in the conflict.

⁵ The term and the concept were coined in the 1970s by Johan Galtung, Norwegian founder of peace and conflict studies, who envisioned it as a self-conscious, working concept for journalists covering war and conflict.

Journalists are not robots, per se neutral and non-partisan. They have their values, their subjective view and, like everyone, journalists carry the values of their home country, their religion and their ethnic group. That is why professional journalists have standards for accuracy⁶, impartiality⁷ and responsibility⁸, to remove their personal values and bias.

However according to peace researcher, Johan Galtung, when there is a violent threat in a society, the news media generally follows the 'low road' in reporting conflict - chasing wars, the elites that run them, fixating on a win-lose outcome, and simplifying the parties to two combatants slugging it out in a sports arena.

⁶ Getting the correct information is most important of all. Everything which is reported must be described accurately - the spelling of names, the facts as they happened, and the real meaning of what was said. Before they report it, good journalists seek the evidence and accurate facts. A good journalist will rush to get the news first. But first, the journalist must get it right. People will not talk to journalists if they fear journalists will not repeat their words accurately, or will not describe things as they really are.

⁷ Impartiality (balance): Almost every code of good journalism puts importance on impartiality, on not taking sides. To do this, a good journalist will seek to produce a report which is balanced. To be balanced is to include both sides. There are always two sides in any story involving conflict. Citizens need to know what the other side says, and how it will affect them. Balance is as important in every story as accuracy. People will not talk to a journalist who only reports one side of the story. Impartiality also means that the professional journalist is not an active leader in any political group or movement. Impartial journalism is an important defence for reporters in a time of conflict. Journalists should be respected because they take no sides.

⁸ Journalists have obligations to the people they report about, and to the society to whom they report the news. Journalists have a responsibility to protect their sources. Many people will not tell journalists important news if they fear they will be revealed. Good journalists also use only honest methods to obtain the news, which means they do not break the law.

War reporting is also influenced by a military command perspective: news is about who advances, who capitulates, while losses are recorded in terms of tangible human casualties and material damage.

Galtung urged journalists to take an alternate route: the “high road” of peace journalism that focused on conflict transformation, and offers a matrix.

Low Road / High Road of Journalism a matrix by Johan Galtung⁹

War/Violence Journalism	Peace/Conflict sensitive Journalism
I. War / Violence-oriented	I. Peace / Conflict-oriented
Focuses on conflict arena, 2 parties – 1 goal (winning), war, ‘zero-sum’ orientation.	Explores conflict formation, x parties, y goals, z issues, win-win orientation.
Closed space, closed time, causes and exits in arena, ‘who threw the first stone?’	Open space, open time causes and outcomes anywhere, also in history/culture.
Makes wars opaque, secret	Makes conflict transparent
‘Us-them journalism: propaganda, a voice for us.	Gives voices to all parties, empathy, understanding.
Sees ‘them’ as the problem focuses on who prevails in war.	Sees conflict/war as the problem; focuses on conflict creativity.
Dehumanizes ‘them’, more so the worse the weapons.	Humanizes all sides, more so the worse the weapon.
Reactive: waits for violence before reporting.	Pro-active: prevention before violence/war occurs.

⁹ Track Two : Constructive Approaches to Community and Political Conflict, Volume 7, Issue 4, Dec 1998.

Focuses only on visible effects of violence (numbers killed, or wounded, material damage).	Focuses on invisible effects of violence /trauma and glory, damage to structure/culture.
II. Propaganda oriented	II. Truth oriented
Exposes ‘their’ untruth.	Express untruth of all sides.
Helps cover ‘our’ cover-ups/lies.	Uncovers all cover-ups/lies.
III. Elite oriented	III. People oriented
Focuses on ‘our suffering’ on able-bodied elite males, ‘being their mouthpiece’.	Focuses on suffering all over; on women, the aged, children, giving voice to the voiceless.
Names ‘their’ evil doers.	Names all evil-doers.
Focuses on elite peacemakers.	Focuses on people peacemakers.
IV. Victory-oriented	IV. Solution oriented
Peace = victor + cease-fire	Peace = non-violence + creativity
Conceals peace initiatives, before victory is at hand.	Highlights peace initiatives, to prevent more war.
Focuses on treaties, institutions, the controlled society.	Focuses on structure, culture – the peaceful society.
Aftermath: leaving for another war, returning if the ‘old war’ flares up.	Aftermath: resolution, reconstruction, reconciliation

A CHECKLIST FOR PEACE AND CONFLICT SENSITIVE JOURNALISM

- Avoid to represent the conflict as a clash between two sides that are competing for one goal and where the logical result would be one side to win and the other to lose. Instead, find other affected interests and include their stories, opinions and goals. Interview merchandisers affected by the general strike, workers who are unable to work, refugees from the countryside who want an end to violence etc. This will create more space for a wide range of results.
- Avoid sharp distinctions between “us” and “them”.
- Avoid defining the conflict by always quoting the leaders who make by familiar demands. Go beyond the elites. Report the words of ordinary people who may voice the opinions shared by many.
- Avoid connecting the conflict with something that only happens in a specific place and in a specific time where there is violence. Instead, you should try to determine the relationship and the consequences for people elsewhere, now and in the future.
- Avoid assessing violence or policy of violence only in terms of visible effects. Find ways to inform on invisible effects. For example, long-term consequences of any damage and psychological trauma.
- Avoid only reporting what divides the sides in conflict. Ask the opposing sides questions which may reveal common ground. Report on interests from the bottom or goals which they may share.
- Avoid always focusing solely on the suffering and fear and the oppression of only one side. Treat all sides’ suffering as equally newsworthy.
- Avoid terms such as, for example, devastated, tragedy, terrorized, words are powerless, helpless, pathetic etc. to describe what has been done to one group. These kinds of words put the reporter on one side. Do not use them yourself. Only quote someone else who uses these words. Also do not just ask the people how they feel, but for how they manage the situation and what they think. Whether they can offer any solutions?

- Avoid blaming the others that they “started first”. Instead, try to find out how common problems and questions lead to consequences that have not been expected by either side.
- Avoid reporting only on violence and describing the “horror”. Show how people are blocked and frustrated or humiliated in everyday life, as a way of explaining the violence.
- Avoid emotional and imprecise words. *Assassination* is the murder of a head of state and no-one else. *Massacre* is the deliberate killing of innocent, unarmed civilians. Soldiers and policemen are not massacred. *Genocide* means killing an entire people. Do not minimize suffering, but use strong language carefully.
- Avoid ‘demonizing’ labels like *terrorist*, *extremist*, *fanatic* or *fundamentalist*. These words take sides, make the other side seem impossible to negotiate with. Call people what they call themselves. Or, you should be precise in the description.
- Avoid ‘demonizing’ adjectives, as *wicked*, *cruel*, *brutal* or *barbaric*. Instead, you need to report what you know about inappropriate behavior and should provide as much information about the authenticity of the statements or descriptions of other people about that behavior.
- Avoid making an opinion into a fact. If someone claims something, state their name, so it is their opinion and not your fact.
- Avoid focusing solely on abuses of human rights, attacks and inappropriate behavior on only one side. List ALL those who behave improperly and treat accusations from all sides in the conflict as equally serious.
- Avoid waiting for leaders on one side to offer solutions. Explore peace ideas wherever they come from. Put these ideas to the leaders and report their response.
- Avoid stating any opinion or statement as an ascertained fact. Instead, you should convey to the readers or audience what was being said.
- Avoid welcoming the signing of documents by the leaders who lead to military victory or cease fire, as something that undeniably leads

to the creation of peace. Instead, try to report on issues that remain unresolved and that can lead people to perform further acts of violence.

- Avoid representing only the expectations of the leaders on “our side” for a solution to the conflict. Consider and examine the peace initiatives, no matter where they come from.
- Always ask yourself: is race or religion or caste important in my report? If not, remove it.
- Is this necessary news? What is the public interest in this report? Is it news only because it is about the other side?
- Even if the facts are correct, will this report encourage prejudice? Can it be reported differently?
- Are there enough different voices in the report? Did we ask enough different opinions from ordinary people and experts?
- Are there words and comments in the report which offend people or cause prejudice? Are these comments balanced by other comments?
- In crime news, are we reporting the race or culture of the offender and the victim? Is this information necessary and in the public interest? Why?

As journalists, our most powerful tools are the words we use. And the pictures and sounds. We can use our tools to build understanding instead of fears and myths.

EXAMPLES OF CONFLICT SENSITIVE JOURNALISM

Traditional reporting

Loyo City (ADG) –The Prime Minister of Loyo has condemned a bomb blast in Loyo City by Buzu terrorists which killed ten tourists yesterday. The prime minister said he has created a special army squad to track down the perpetrators of the massacre. Police say the explosion occurred when terrorists from a Buzu assassination squad brought a huge bomb into the Tourist Office in the city square. The bomb was probably located in a suitcase, said police captain Joe Chatterbox. The terrorist-guerilla Buzu Front early this morning issued a statement denying it planted the bomb. But government sources say eye-witnesses saw Buzu Front leader Tam Grey at the city square yesterday. It is believed he coordinated the attack ...

Conflict sensitive reporting

Loyo City (ADG) – A mysterious explosion which killed 10 tourists was the work of a Buzu separatist movement, the Prime Minister of Loyo claimed yesterday. Police investigators are still examining the shattered city square where the blast occurred while tourists were getting off a tour bus at the Tourist Office yesterday. The prime minister blamed the explosion on the self-styled Buzu Front, which is fighting government forces in rural areas and demanding a republican government. In a telephone interview Buzu Front leader Tam Grey denied any connection with the explosion and called it a tragedy. The tour bus recently arrived from the nearby country of Babatu, where a civil war is waging ...

See the difference?

Traditional reporting

- The news is full of blame and accusations with no proof. It takes the prime minister's side. It says the attackers were Buzu terrorists. How does he know?

- It uses emotional language: massacre, terrorists, assassination squad.
- It reports a claim by the police captain without proof. It reports unnamed government sources who say other unnamed people say they saw the Buzu leader and blame him. There is no proof of this.

Conflict sensitive reporting

- It reports only what is known. The bomb is a mystery. It uses words carefully. It says the prime minister makes a claim. It says he blames Buzu separatists.
- It calls the Buzu separatists by the name they use. It seeks both sides' explanation and comment.
- It does not report emotional words like massacre. It does not report police speculation and police claims, which do not include names of witnesses.
- It reveals more possible explanation. The bomb may have been on a bus from another country in conflict.

Traditional reporting

Wood-City (ADG) – Peace talks aimed at ending the conflict in Wonderland lay in ruins last night after the massacre of nine policemen by pink-shirt rebels who mutilated the bodies. The atrocity took place at the mountain village of Woodland, where a police patrol was attacked with machine guns and rocket-propelled grenades, said a spokesman. Six other men were wounded and three vehicles destroyed. The bodies were cut with knives after they died, he said, and one man's head had been smashed in. version here'. The attack was believed to be the work of the National Liberation Army terrorists from the hills near Woodland. John Sixpack, a political leader of the NLA, said that his men may have fired "in self-defense."...

Conflict sensitive reporting

Wood-City (ADG) – There was condemnation across the political spectrum in Wonderland after a police patrol suffered the loss of nine men. Both the main parties representing the country’s minority pink-shirts distanced themselves from the killings, believed to be the work of the self-styled National Liberation Army. John Sixpack, a political leader of the NLA, denied that his men had attacked the patrol, saying they may have fired “in self-defence”. But the Wonderland government said it had done nothing to provoke the machine-gun fire and rocket-propelled grenades which destroyed three trucks. A spokesman added that the bodies appeared to have been cut with knives and one man’s skull caved in ...

See the difference?

Traditional reporting

- The news is all bad, it is violent news and it does not seek other sides or points of view. It declares the worst: “peace talks...lay in ruins.”
- It uses emotional and unnecessary words: massacre, mutilated, atrocity. It emphasizes the violence with words such as “mutilated bodies.”
- The traditional reporting takes sides: it describes the event from the point of view of the army spokesman. He says the patrol was attacked.

Conflict Sensitive Reporting

- The report goes further than violence and it reports people who condemn the violence.
- The news is balanced quickly: the NLA denies it attacked the patrol, but admits there was a battle.
- The other side is given the name it calls itself: the National Liberation Army.
- The violence is not hidden or ignored. But it is stated as a claim and not as a fact.

Traditional reporting

Loyo City, (ADG) — New battles in the city’s ethnic gang war left seven youths dead and a warehouse destroyed on Tuesday night. Gun-fire and Molotov cocktails were exchanged between rival gangs of Loyo and Apu young men for nearly 20 minutes in what one policeman called “an ethnic shoot-out.” One resident said a young Apu man screamed “we’ll kill you all” as he threw a petrol bomb into a car full of Loyo young men parked outside the warehouse. The young man was shot dead by a Loyo man firing from a window of the warehouse, said another resident. Other Apu gang members were seen throwing petrol bombs into the warehouse windows and the building was destroyed by fire. The two gangs have been waging an ethnic war in the area for several weeks, police officials said ...

Conflict sensitive reporting

Loyo City, (ADG) – The illegal narcotics trade plaguing the city triggered a gun-fight on Tuesday night between two groups over drug dealing in a downtown area. The shoot-out which killed seven people involved young men recruited by rival narcotic dealers trying to control the area, according to local residents. Four of the dead were Loyo youths hired to guard a warehouse that residents believe was a drug distribution center, said Jane Green, chairperson of the West-Side Citizens Association. Other drug dealers trying to take over the East-side have recruited unemployed young Apu men and have armed them with guns, said Ms. Brown. “The police have refused to deal with the drug trade which makes our street into a battleground. We need a police station, money for treatment centers and ...

See the difference?

Traditional reporting

- The report begins with vivid details of violence and blames it on ethnic groups. It repeatedly names people’s ethnic group.
- The report uses the opinion of an unnamed policeman as a fact.

- The report gives more details of the violence, but no explanation for the violence.
- The report does not seek out other interests or points of view.

Conflict sensitive reporting

- The report carefully avoids ethnic identity in the lead because it is not most important.
- The report shows the violence, but explains drug dealers are the real cause.
- The report reveals ethnic identities, but shows they are victims.
- The report seeks out other sources of information, with solutions.
- The report shows the failure of the police to provide solutions.

SAFETY PRECAUTIONS

A conflict reporter must be aware of the safety concerns and must take precautions. Some basics of safety tips include:

- No story is good enough to risk death or serious injury.
- Plan your escape routes in advance if you planning violent demonstrations.
- Weigh up the risk and decide if the story is worth it
- Learn first aid, especially how to stop bleeding.
- Never carry a weapon or travel with a journalist carrying a weapon.
- Always identify yourself clearly if challenged. Never describe yourself as anything other than a reporter.
- Always wear civilian clothes unless accredited as an official war correspondent and required to wear special dress. Never wear military or paramilitary clothing.
- Be acutely aware of signs that you are moving into a changing situation, possibly another faction's sphere of influence.

- If working on both sides of the front line, never give information to one side about military operations on the other.
- Don't carry maps with markings that could suggest you might be spying.
- If caught in a situation where people are threatening, try to stay relaxed and act in a friendly manner. Carry cigarettes or other small luxuries you can hand out to people.
- Wear a bracelet or tag indicating your blood group in case you are wounded.
- Wear shoes that you can run in when covering potentially dangerous situations.
- Where are the locals, why have things gone quiet.
- Be frightened, it's normal, but don't panic.
- Insurance – If working in a danger zone, check that your employer has you adequately insured.

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