

Use of Information and Knowledge Management in Conflict Resolution

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*Abstract*

*This paper discusses how the use of information and knowledge management can assist in conflict resolution. A conflict is more than a mere disagreement, it is situation in which people perceive a threat to their well-being, and when there is a conflict, there is need to resolve it. This paper attempts show how the right information could be used in conflict resolution. It examines the sources of information and gives an account on use of right systems & channels to provide and disseminate this information to aid in conflict resolution. It explains how to generate the right and timely information through managed interaction within the society. The paper also expounds on the ways knowledge management can help in conflict resolution. Knowledge in itself is not enough if it is not properly managed. The paper discusses practices that can be used to identify, represent, create, manage and distribute knowledge so that it could help in conflict resolution. It also looks on how knowledge can create awareness, understanding, facilitate dialogue in times of a conflict, and on how best to engage in mediation when conflicts arise. This paper also identifies and examines the factors that contribute to conflicts, priorities for conflict resolution, and discusses issues and priorities for conflict prevention and peace building through information and knowledge management. On the basis of this discussion, a number of conclusions and recommendations are proposed on ways in which the stakeholders could contribute towards concerted efforts of curbing violent conflicts involving different ethnic communities*