

Language, Counseling and Conflict Resolution: The Case of Prison Counseling

Adaku Chinenye Amaechi

adaku.amaechi@fuoye.edu.ng;

alldatgliters@yahoo.com

Department of English and Literary Studies Federal University Oye-Ekiti, Nigeria

Abstract

With the recent occurrences in Nigeria, there is no doubt about the course towards conflict which the nation is taking. This has reduced development rate and increased crime as well as recidivism rates. It is worthy to note that the consequences of language-induced crimes, crises and conflicts cannot be exhausted. The use or misuse of language in any situation can make or mar relationships. It brings about harmony/disharmony, peace/conflict. Language as a means of communication has thus been used to make peace and/or initiate war. Communication, therefore, becomes the basis for good or bad relationship. Counselling thrives within a good communicative environment. It deals with helping people overcome emotional and professional challenges in their lives, from career planning, relationship problems, stress to health issues. The prison situation, which is an already tensed environment, cannot do without counselling services in order to resolve conflicts that could be generated within the prison walls and those that necessitate high recidivism rate. That is why it is expedient for this study to explore the use of language in prison counselling to resolve conflict arising within the prison institution in particular, and Nigeria in general.

Keywords: Language, Counselling, Conflict Resolution, Prison Counselling, Communication, Nigeria

Introduction

Since humanity began to express thought on paper, there has been innumerable research around the issue of language and conflict resolution. As the world unites in one web of technology, diverse conflicting opinions and new rift-initiated methods emerge. Language is what human beings use to make concrete those abstract forms hidden in thought. Language is revealed in communication and communication is the process where two or more people interact, comprehend what they say and return a feedback. One can be said to be in a successful relationship when there is a positive flow in communication; communication cannot be devoid of language. As a result, a good relationship presupposes a good use of language in communication. On the other hand, a bad relationship is a consequence of language misuse in communication. "Language, universally, is a venom which triggers off conflicts of whatever nature ... [and] the panacea for conflict management and resolution (Jija, 2012).

Although conflict is inevitable, as strong and closely-knit relationships are marked by seasons of disagreement, resolution of conflicts build a better and solid relationship. Most often we disagree to agree. From the past centuries until now, nations of the world have been involved in one conflict or the other; ranging from outright war to ethnic misunderstanding, to group conflict. These innumerable disagreeing patterns have caused millions of people to become both internally displaced (in their own communities or countries) and refugees (in other countries). Some of these conflicts also engender crime in its escalating form. Consequent upon that, the prisons and rehabilitation homes become overpopulated and recidivism rate erupts volcanically.

Given that relationship has been compromised through language misuse, it becomes pertinent to introduce a welcome relationship through proper language use. This study is poised to magnify the contribution of language in counselling whilst resolving conflict in the eye of the prison environment.

Strained as the prison environment is, the management of the prison community has introduced several welfare services to help cushion the effect of conflict prevalent within the prisons as a pointer to the strategies that could be established to truncate conflict in the larger society. One of these welfare services is the prison counselling. Counselling on its own is an interaction between a counsellor and their client on how to help the client assume a better self. It should be noted that counsellors are trained professionals who have mastered good and better language use, which is geared toward resolution of intra- and inter-conflicts emanating within and outside individuals. Orjime (2002) maintained that language and national development are discussed with little or no attention paid to how the use of language can have serious implication on national development or underdevelopment. Hence, prison counselling becomes apt for the resolution of conflict within the prison community, which will influence, in one way or the other, the crime and recidivism rate and as a result affect national development and world peace in general.

Problem statement

Language is the panacea for the resolution of conflict both intra- and interpersonal. But most often, the way people use language can engender peace or create conflict. Researches around conflict resolution abound such as Jeong (2010), Hirko and Simpson (2011). Other studies which involve language use (Jija, 2012; Adejimola, 2009), counselling (Nelson-Jones, 2009; Feltham and Dryden, 2006) and prison counselling (Foresee Research Group and National Institute of Criminology, 2010; Jing-ying, 2013) have been done.

In prison, inmates suffer from one traumatic experience or the other and such experiences affect their behaviour and relationship with other individuals within the prisons. Hence, the prison management recommended and established diverse rehabilitation strategies geared towards transformation of individual inmates. Since no two individuals are the same, it goes without saying that different rehabilitation strategies could be administered on different individuals to achieve specific/unique kind of reformation. Though language is used in all the strategies put in place for the reformation of inmates, the nature of the language used during counselling is without measure.

Although studies have been carried out on counselling as a prison reformation strategy, they have not considered the effect of prison counselling on conflict resolution and nothing has been done on the use of language as an adequate communication strategy during prison counselling to resolve prison conflict. That is why this study is appropriate and proper to be carried out now, especially as the government of the world in general and Nigeria in particular face conflicts of diverse magnitude.

Objective

This study wants to explore the use of language during prison counselling as a way to resolve prison conflict. Specifically, the study hopes:

- i. to identify language use in prison counselling
- ii. to establish the relationship between careful language use/communication strategies in prison counselling and prison conflict resolution.

Theoretical framework

This study is built on the foundation of Brown and Levinson's Politeness Strategies (1987) which are developed as a way to consider another above self. In prison counselling, where there is dire need for proper and effective use of language, there is usually a struggle at avoiding face threatening acts in order to achieve positive transformational result. Therefore, Brown and Levinson's Politeness Strategies will be appropriate.

Brown and Levinson proposed four politeness strategies which include bald-on record, negative, positive and off-record politeness strategies. But this study concentrates on the negative and positive politeness strategies. Hence, in prison counselling, both the counsellor and the inmate clients are expected to try to be indirect in confronting one another, minimize imposition of self on another, attend to the

hearer, avoid disagreement, assume agreement and hedge their opinion in such a way that it does not necessitate a face threatening act.

Therefore, this theory will be used in the analysis of language used in prison counselling as an answer to prison conflict resolution.

Method

Initially, the data for this study was proposed to be collected from the Nigerian Prisons premised upon the approval of the Controller General of Prisons in Abuja. But since the approval was not forthcoming and the time was limited, the study deviated from using the participant observation method and had to make do with the interview of counsellors who had at one time or the other worked as prison counsellors. The study makes use of the qualitative research approach.

The Brown and Levinson's Politeness Strategies will be used for the analysis of prison counselling interaction.

Literature review

Under the review of literature, this study wants to explore the following subheads: conflict; conflict management and resolution; prison conflict; prison and conflict resolution; counselling and conflict resolution; prison counselling and conflict resolution; language use in prison counselling; and communication, prison counselling, conflict resolution and national development.

A. Conflict

The use or misuse of language can make or mar relationships, respectively. Consequently, Orjime (2002) argued that "when carefully and diplomatically used, language brings about co-operation, while the misuse of it brings about confrontation" and as a rejoinder, he maintains that proper use or misuse of language can integrate or disintegrate a nation, respectively. Conflict is the consequence of sour relationship which is necessitated by misuse of language. "Conflict is ... the pursuit of incompatible interests and goals by different groups" (Adejimola, 2009). According to Helena Kopecky (n.d.) of the University of Rochester Counselling Center,

we initiate, form, maintain, and end relationships via verbal and non-verbal communication.

When we have a conflict, a relationship is temporarily destabilized. An interpersonal conflict is an expressed disagreement between at least two people whose goals are incompatible at the moment.

For this reason, Orjime (2002) lamented that "many people, including our leaders, ignore the role of language in all human interaction and as a consequence risk healthy relationships."

Conflict arises in the face of the following situations: war, ethnic clashes/crises, inter-/intra-tribal fights, communal rifts, genocide, homicide, violence, serial killings, insurgences of all kinds – religious, political, etc and so on. "The search for causes of conflict, its management and resolution have led to the use of such terms as peace-making, peace-keeping, peace-building, peace-education, conflict prevention, third party intervention, preventive diplomacy and peace-enforcement and so on" (Adejimola, 2009).

Ikenga (as cited in Jija, 2012) affirmed that

'... conflict has been a scourge of humanity from the earliest times. The contemporary world has witnessed not a few intra- and inter-state conflicts which have resulted into among other things, the loss of lives and property, internal displacement of people, the flow of millions of refugees and general [destabilisation] of human beings'.

That is why conflict has become a disease whose vaccine must be invented. But the truth is that the said vaccine is here – language.

Unfortunately, most of the time, when and where matters which border on conflicts are discussed or mentioned, little or no consideration is given to how the use of language can have either fierce

or subtle implication or effects on a group of people or even an entire society and/or community (Jija, 2012).

B. Conflict management and resolution

Conflict is of diverse magnitude. Some could be managed because they prove irresolvable, while others could be resolved. But in Leech's (1981) opinion, "all kinds of conflicts and pressure arise between one individual and another or between one group and another and language takes a major part in the way the interactions are played out". Therefore, whether it is for conflict management or for conflict resolution, language is an appropriate instrument for use. The cliché 'pick your clothes where you left them' is true as a language-instigated crisis is resolvable via language.

There are a number of ways to dissolve conflict. These include dispute settlement, conflict management, conflict resolution and conflict transformation. In dispute settlement, disputes are generally considered to be disagreements that involve negotiable interests. Such issues can be settled through negotiation, mediation, or adjudication (Spangler, 2003). Disputes are generally short-term and, given the right process, lend themselves to the development of mutually satisfactory solutions. Conflicts are managed when they prove hard to resolve and such conflicts may come from a backlog of offences initiated long ago, which extend over a long period of time. Such is true of the "upheavals in Rwanda, Burundi, Somalia, Sudan, Ethiopia and Eritrea including the numerous conflicts in Nigeria's Niger Delta region, the incessant Benue-Taraba crisis, the Zangon-Kataf, Jos, Ife-Modakeke unrests, [Aguleri-Umuleri intra-ethnic antagonism] as well as a horde of others ..." (Jija, 2012). That is why Orjime (2002) posited a reminder that communicators should be mindful and careful of the way language is utilized in their communications.

Singing in another tune, Ho-Won Jeong (2010) averred that "even though conflict has been treated like an uncontrolled fight in chaotic, lawless societies ..., differences between opponents can be handled in a non-adversarial manner". Hence he advises a "negotiated agreement rather than resorting to violent tactics" (Ho-Won Jeong, 2010). Disagreement and tension could be managed within the constraints of the "prevailing system". This is possible when complaints are first handled. Ho-Won Jeong (2010) put it this way:

Various dispute resolution mechanisms in communities, corporations, and government agencies have been institutionalized to promote a more rule-governed society by handling complaints arising from employment relations, poor quality of services, claims over property ownership among neighbours, or opposition to development projects.

Between conflict management and conflict resolution, the borderline is on transformation. When one is transformed, the possibility of resolving any conflict such a person is involved in becomes evident. While conflict management may take the form of curing a sickness, conflict resolution takes the form of healing a disease.

C. Prison conflict

Prison is an enclosed environment that houses offenders and the prison officials on duty who keep watch over the inmates. An individual is sentenced to prison when that individual has been tried in a reputable court of law and found guilty. The prison, from the point of sentencing, takes custody of such individual as a convict or as an awaiting trial inmate (ATI), if the individual is yet to be convicted but not granted bail, depending on the gravity of offence accused of. 'Prisonization' is not a palatable experience. It is the process where an inmate (convict/awaiting trial) is initiated by other older inmates into the rules earlier formed by prisoners and officials, which guide the inmates in prison. At this initiation process, the new inmate is introduced to the governing council of the prison, which is mostly made up of strong, sometimes older and diehard inmates. Whoever does not succumb must be dealt with until such a person proves their strength worth.

Within the prison community, one can find degrees of offenders ranging from the innocent, to the guilty with minor offences and major offences such as handling and murder, respectively. Surprisingly, within the prisons, all these categories of individuals including those condemned, serving term, and awaiting trial are entrapped with similar punitive measures meted out on all of them. This is dehumanizing especially on the innocent and awaiting trial persons.

One gets introduced to an intra-conflict experience first before any inter-conflict experience ensues. Prison is a traumatic experience which involves intrapersonal conflict. When an individual cannot deal with this intrapersonal conflict, there is every tendency that such may overflow and affect one's prison neighbour. Hence, situations such as outbursts of rancour, wrangling, fights and some levels of violence may erupt within the prison community as a result. It is right to note here that intrapersonal conflict can necessitate interpersonal conflict or intra-group conflict. That is why this study looks at prison conflict as the disruption of the peace within the prison environment by inmates (convicts and ATPs) and/or prison officials. Because of this envisaged conflict within the prison, which may not only upset the peace of the prison community but may also lead to violence and eventual death of persons within the prison environment, prison counsellors are introduced to help calm the already edgy prison atmosphere and provide services that will persuade individuals to do away with those feelings that brought about such conflicts that disrupt the peace of the prisons in particular and the society at large.

Prison conflict is preventable by separating ATPs/new convicts from old/diehard convicts. But sometimes, the issue of prisonization informs the merger; this is a situation where new inmates are conformed to the image of prison, that is, they take up prison behaviour, as conditioned by both the officials and old convicts.

D. Prison and conflict resolution: resolving conflict in prison

Just like every other environment and society, conflicts within the prisons can be resolved through the careful use of language. Although several welfare services have been introduced in the prisons, most of them do not prevent, manage nor resolve conflict but may try at one point or the other to divert inmates' attention from conflict-related issues/thoughts.

There are other times inmates try to resolve conflict by themselves through jungle justice – where they organize fights among the disputing inmates. But when this is achieved, groups supporting each individual begin to nurse animosity for the opposing group; this causes more harm than the proposed 'good'. The use of force to resolve conflict can be witnessed mostly in prisons by officials. This is evident as officials wield the 'social power staff' in any direction they choose. Using force in conflict resolution has only aggravated situations to the point of war and this does not exclude the prisons. This must be dissuaded on the one hand, and on the other hand, all prison officials (not only prison counsellors) should be trained in the right and careful use of language/words to calm the prison atmosphere when the turbulent tension of conflict storm begins to rise within the high-rising walls that lock one out of colourful unrestricted reality.

At this point, prison counselling becomes apt for conflict resolution within the prison environment.

E. Counselling and conflict resolution: using counselling to resolve conflict

"When we have a conflict, a relationship is temporarily destabilized. An interpersonal conflict is an expressed disagreement between at least two people whose goals are incompatible at the moment" (Helena Kopecky, n.d.). Parties get involved in conflict which range from land dispute to relationship problems. Depending on the type of conflict presented for resolution, the person that resolves a conflict could be a mediator or a counsellor. In the case of land dispute, we usually find a mediator settling the dispute between the supposed land owners. This is an interpersonal conflict.

In intrapersonal conflict or group conflict, one can find counsellors engaged in group counselling or one-on-one counselling interaction. It is worthy to note that several times, counselling has been used to resolved at least intrapersonal conflicts. Relationship counselling is a kind of counselling that is involved

in counselling partners in relationship. And it has been successfully used to resolve interpersonal conflicts arising in such relationships. Whenever there is conflict, there is a relationship problem or a breakdown in a supposedly easy-going relationship. The relationship may be between individuals or groups. Be it as it may, counselling suffices as a strategy for resolving, first a personal conflict and afterwards an interpersonal conflict, regardless of the time and space.

F. Prison counselling and conflict resolution: resolving prison conflict

As language use can aggravate conflict, language use can also quell conflict. Soft-spoken words take back wrath. That is why most often, government of different nations or organizations settle or resolve conflicts through dialogue. Dialogue is a process where individuals or groups gather to present their offences, likes and dislikes so that means of settling and resolving such offences to bring peace will be negotiated and enforced.

Counselling is a dialogical interaction with its own ethical rules that direct the path of such interaction. Counselling outside the prisons and that done in prisons may not share the same binding ethics. While outside prison counselling may maintain an oath of secrecy until client's life or that of others is at risk before confidentiality is broken; inside prison counselling takes the form of interrogative-help with little or no oath of confidence since inmate clients do not pay for the counselling services rendered to them. Counselling is one of the welfare packages of being in custody to develop a rehabilitated individual at the point of release.

Counselling is a profession whose ethics does not change with the environment. For instance, the fact that a client is an inmate does not change the counselling rules. Prison officials can help resolve some kinds of conflicts within the prisons, which involve individuals by placing measures necessary for prohibiting such behaviours that brought about the said conflict. But when an inmate client exhibits traits of intrapersonal conflict, the inmate would gain more if presented for counselling.

Within this time, the prison counsellors do not aggravate the situation because they are prison officials, but have a duty to respect the inmate client's dignity. It is not required of a counsellor, no matter their work place, to prejudge or antagonize an inmate client even though such inmate clients are vulnerable. Therefore the Australian Institute of Professional Counsellors (2009) maintained that "if not the most important feature of professional counselling, 'respect for the client' is definitely high up on the priority list." Continuing, "Geldard and Geldard (2005) explained that regardless of who the client is, and regardless of their behaviour, the client has come to the counsellor for assistance and deserves to be treated as a person of worth and value" (AIPC, 2009). Thus it suggests that for effective resolution of prison conflict, the prison counsellor must uphold the dignity and 'face' of the inmate client.

In prison counselling, inmate clients are booked for counselling when a change in their behaviour is noticed and when such behaviour has become a threat to both the client's life and the life of other inmates. This is the point where stress results in crises. At this point, prison counsellors are brought in to calm aggravated emotions of incompatible interests.

It should be noted here that uniformed prison counsellors may achieve little success compared to when they are out of uniform, since inmates will be forced to see them as one of those officials who terrify them and worsen their stay in prison. Hence, it is suggested that prisons management permit officials who are prison counsellors to perform their counselling out of uniform to achieve better counselling results. An inmate client feels more relaxed to interact with a non-uniform counsellor because s/he may assume that they are outsiders and not likely to break confidence, and so may have more trust on the non-uniform counsellor.

This is a good start to initiate prison conflict resolution. A fidgeting inmate client may be very difficult to deal with. When the inmate client is relaxed, there is a better chance of conflict counselling or stress counselling.

An inmate may or may not seek the services of a counsellor but is brought before a counsellor when it is noticed that their coping resources and ability are inadequate to meet the demands being made upon them by prolonged/heighted stress. Several feelings are associated with excessive stress. The

feelings associated with excessive stress include shock, depression, frustration, anger, anxiety, disorientation and fears of nervous breakdown or insanity (Nelson-Jones, 2009). One, some or all of these feelings of excessive stress are what is likely to make an inmate client proceed to visit or seek the services of a counsellor. Notice here that the difference between prison counselling and non-prison counselling is the fact that in prison counselling, inmate clients are booked for the counselling interaction as part of the welfare packages and as a means to quell intrapersonal conflict; while in non-prison counselling, the client presents for counselling. One is unwilling but the other is willing; one is unpaid service, the other is paid.

During prison counselling, the counsellor must endeavour to use well-practiced careful language use so as not to exacerbate an already highly inflammable condition around the prison environment. This language use is employed to create a feeling of relaxed atmosphere, rapport, friendliness, trust, confidentiality and a helping attitude.

Although “the counsellor will inevitably be in a position of power and influence” (Geldard and Geldard, 2005), it is not a criteria for the counsellor to take advantage of the inmate client’s vulnerability.

G. Language use in prison counselling

Language is a major therapeutic instrument used by the counselling psychologist. They achieve or fail to achieve results based on their use or misuse of language, respectively. Prison officials who handle inmate-clients during counselling see them as individuals who are law breakers and not as those who need help through reformation to become law abiding wholesome individuals. In this situation, language use is focused on punitive reformation where the inmate clients are told their crimes and led through a confessional counselling-like interrogation, instead of helping them to overcome stress due to prison environment and pre-prison stress that resulted in the causative crime that brought them into custody.

On the other hand, a non-prison official counsellor’s interest is on the reformation of the inmate clients and the deconstruction of stress, thereby raising or creating an inmate-client who becomes reformed within and outside the prison community; for instance, evangelical counselling or ‘prison ministry’ (Ehusani, 1999). In comparing the prison official and non-prison official counselling method, it becomes advisable to practice more the language use prevalent during the ‘evangelical’ counselling. In counselling, the centre for attraction is the client. The success or failure of any counselling is the ability or inability of the counsellor to rehabilitate a client. That is why the prison counsellor (official or non-official) should be better trained at language use and to reduce focus on self (counsellor/client) and increase focus of another (counsellor/client). That is where politeness comes in.

H. Communication, prison counselling, conflict resolution and national development

The Australian Institute of Professional Counsellors (2009) rightly pointed out that:

communication is one of the fundamental necessities of our relationships with other people, whether it is a stranger, work colleague, family member, child or life partner. While our interpersonal relationships can be rewarding, many of us find ourselves in situations of miscommunication and communication breakdown, often leading to interpersonal conflict.

In the seven most prevalent areas in society namely entertainment, religion, government, education, relationship, business and media, language takes its boast as the means of achieving success in all of them. Language is thus expressed via communication. Language dominates every aspect of human life. It is the yardstick to separate us from other beings. It is a means where we as human communicate, since other lower animals still have a way of communicating. Hence, it suffices to say that without language, society would be impossible.

People now get involved in communication skill acquisition, since by it or through it one is able to successfully express oneself in the major areas of life in order to excel. Language helps communicate one’s intent. A criminal-minded person is revealed when such a person speaks, hence Ben Jonson says ‘language most shows a man, speak that I may see thee.’ The only way to persuade and convince a man to get involved in armed robbery is through language; likewise, to get a criminal to drop criminal behaviour,

it has to be done through language (communication). For instance, when as a man, I cannot make ends meet and am mocked by society during meetings, occasions, events, gatherings, I may think of a way to alleviate this pain. If on the long run someone comes around and persuades me to join their team and make much money so that the same society that has mocked me will respect me, I may be persuaded to do it (even if it is crime-related). All these were achieved by means of language and its communicative ability.

It is within the specific reserve of communication that prison counselling is made effective since it is a professional interaction between a counsellor working in the prison environment and the inmate clients. We express our thoughts, feelings and emotions through language, which comes as communication. Hence when an inmate client *presents* for counselling with all the intrapersonal conflicts that there are, the only way to subside the turmoil trudging inexorably in the individual's mind is by interaction communicated via language. One cannot talk about resolving conflict of any kind without making mention of language use – communication.

There is consistent use of negative and positive politeness to create rapport between the prison counsellor and the inmate client. Despite this, there is still a measure of social power at play which affects face and then may prevent total undressing of emotions which helps resolve internal conflict arising from within an individual.

Conclusion

By implication, prison counselling should yield the highest desired reformation on inmates than all the other reformation strategies put in place for the rehabilitation of inmates. Resolution of conflict begins within the individual. When the internal conflict is resolved, one can by extension work to resolve interpersonal conflict. The nature of language makes it possible for one to be convinced to either do good or bad. The criminal offender did not just become an offender from birth. It is said that bad company corrupts good manner. For that to be effective, the good must have had interaction with the bad, which influenced them. Therefore, if by interaction (communication) one can become offensive, by implication, one can also stop offending through interaction. Hence, counselling interaction becomes a proper strategy to help offenders to stop offending, assume a better self and then affect their immediate society. All these are achievable through language. When offenders who have successfully resolved intrapersonal conflict are released, they can contribute a lot to the resolution of conflict in the larger society and this will engender national development.

Nevertheless, research has proved that despite all the reformation strategies established in the prison community, society and the prison community still record a high rate of recidivism (Abrifor, Atere and Muoghalu, 2013). If the language used during prison counselling was good enough to quell intrapersonal conflict, which should as a consequence subside interpersonal conflict, then the high recidivism rate prevalent in the prison society will have diminished. Since this is not forthcoming, especially in the Nigerian Prisons Service, it suffices that the language used in prison counselling cannot amount to conflict resolution within the prison community in particular and Nigerian society in general.

For this reason, it is suggested that in addition to use of language skill acquisition training (which must be given to prison counsellors), the restorative justice approach, as proposed by the Foresee Research Group, Hungary (2011) be introduced and used in the prison community. But this could only be effective if the justice system is able to place side by side offenders and their respective victims. This is because the Restorative Justice (RJ) processes give victims the chance to tell offenders the real impact of their crime, to get answers to their questions and to receive an apology (Foresee Research Group and the National Institute of Criminology, 2011). One may say, of what use is trying to gather the spilt milk. According to the RJ consortium, it gives the offenders the chance to understand the real impact of what they have done and to do something to repair the harm. Hence they can help in conflict resolution. RJ holds offenders to account for what they have done, personally and directly and help victims to get on with their lives.

This study suggests that the Restorative Justice approach be incorporated in prison counselling and the polite use of language be enforced within the prison community for a better reformation and/or rehabilitation of inmates. This will help resolve intrapersonal conflict which will, as a consequent, result to the resolution of interpersonal conflict within the prison community and society at large.

References

- Abrifor, C. A., Atere, A. A., and Muoghalu, C. O. (2013). Gender differences, trend and pattern recidivism among inmates in selected Nigerian prisons. *European Scientific Journal*, 8(24), 25 – 44.
- Adejimola, A.S. (2009). Language and communication in conflict resolution. *Journal of Law and Conflict Resolution*, 1(1), 001 – 009.
- Australian Institute of Professional Counsellors. (2009). Communication and counselling. *AIPC Article Library*. Retrieved July 22, 2016 from www.aipc.net.au/articles/communication-and-counselling/
- Brown, P., & Levinson, S. C. (1987). *Politeness: Some universals in language usage*. Cambridge: Cambridge University Press.
- Ehusani, G. (1999). *Prison ministry in Nigeria: Overcoming despair, inspiring hope*. Retrieved on July 13, 2016 from <http://www.george-ehusani.org/home/index.php/papers-and-essays/231-prison-ministry-in-nigeria-overcoming-despair-inspiring-hope>
- Feltham, C. and Dryden W. (2006). *Brief counselling: A practical integrative approach*. (2nd ed.). England: Open University Press.
- Foresee Research Group and National Institute of Criminology. (2011). *Resolution of conflicts involving prisoners: Handbook on the applicability of mediation and restorative justice in prisons*. Budapest: P-J Mühely.
- Jeong, H. (2010). *Conflict management and resolution: An introduction*. New York: Routledge.
- Jija, T. (2012). Language as a tool for conflict management and resolution. *Journal of Igbo Languages and Linguistics*, 5, 112 – 120.
- Kopecky, H. (n.d). Communication and conflict resolution. *University of Rochester Counselling Center*. Retrieved July 14, 2016 from <https://www.rochester.edu/ucc/help/info/comconflict.html>
- Leech, G. (1981). *Semantics: The study of meaning*. London: Richard City, the Chaucer Press.
- Nelson-Jones, R. (2009). *Introduction to counselling skills: Text and activities*. (3rd ed.). London: Sage.
- Orjime, David S. (2002). Language and the survival of democracy in Nigeria: An appraisal of language use by President Olusegun Obasanjo and the Academic Staff Union of Universities (ASUU). *FASS: Journal of the Faculty of Arts Seminar Series*, 1, 56 – 65.
- Solomon, O. J., Nwankwoala, R., and Ushi, V. (2014). The plight of female prisoners in Nigeria and the dilemma of health rights violations. *Asian Journal of Social Sciences and Humanities*, 3(4), 152 – 161.
- Spangler, B. (2003). Settlement, resolution, management and transformation: An explanation of terms. Retrieved July 27, 2016 from <http://www.beyondintractability.org/essay/meaning-resolution/>
- Steinberg, D. D., Nagata, H., and Aline, D. P. (2001). *Psycholinguistics: Language, Mind and World*. England: Pearson Education Limited.
- Substance Abuse and Mental Health Services Administration (SAMHSA). (2014). Types of trauma and violence. *SAMHSA*. Retrieved July 30, 2015 from <http://www.samhsa.gov/trauma-violence/types>
- Tanimu, B. (2010). Nigeria convicts and prison rehabilitation ideals. *Journal of sustainable development in Africa*, 12(3), 140 – 152.
- Tenibiaje, D. J. (2010). Counselling for productive employment of prisons inmates. *European Journal of Educational Studies*, 2(3), 193 – 202.