## **Conflict – causes & interventions**

From The Mediation Process: Practical Strategies for Resolving Conflict by Christopher W Moore 1986

Figure 2. Sphere of Conflict-Causes and Interventions. Possible Data Interventions Possible Interest-Based Interventions Reach agreement on what data · Focus on interests, not positions Look for objective criteria are important Agree on process to collect data Develop integrative solutions that Develop common criteria to assess data address needs of all parties Use third-party experts to gain outside Search for ways to expand options opinion or break deadlocks or resources Develop trade-offs to satisfy interests of different strengths Data conflicts Interest conflicts are caused by are caused by Lack of information Perceived or actual Misinformation competitive: Different views on Substantive (content) what is relevant interests Different interpre-Procedural interests tations of data Psychological Different assessment interests procedures Structural conflicts are caused by Relationship conflicts Destructive patterns of are caused by behavior or interaction Strong emotions Unequal control, ownership, Misperceptions or stereotypes or distribution of resources Poor communication or Unequal power and authority miscommunication Geographic, physical, or Repetitive negative behavior environmental factors that hinder cooperation Time constraints Value conflicts are caused by Different criteria for evaluating ideas or behavior Exclusive intrinsically valuable goals Different ways of life, ideology, and religion Possible Relationship Interventions Possible Structural Interventions Possible Value-Related Interventions Control expression of emotions Clearly define and change roles through procedure, ground rules, Replace destructive behavior patterns Avoid defining problem caucuses, and so forth Reallocate ownership or control in terms of value Promote expression of emotions Allow parties to agree of resources by legitimizing feelings and Establish a fair and mutually acceptable and to disagree providing a process decision-making process Create spheres of influence Clarify perceptions and build Change negotiation process from in which one set of positive perceptions positional to interest-based bargaining values dominates Improve quality and quantity Modify means of influence used by Search for superordinate of communication parties (less coercion, more persuasion) goal that all parties Block negative repetitive Change physical and environmental behavior by changing structure relationships of parties (closeness Lacourage positive problemand distance) solving attitudes Modify external pressures on parties Change time constraints (more or less time)