

Analyzing your Conflict Management System

Some Conflict Management Options

Interest-based

Rights-and power-based

	Giving and receiving information confidentially	Listening	Accompanying disputant	Reframing issues and developing options	Coaching: helping people help themselves	Collaborative problem solving	Participative problem solving	"Looking into the problem" / Shuttle diplomacy	Classic formal mediation	Regular CMS coordination/Team/Bystander training for all	Conflict resolution/Upward feedback	Surfacing new problems/ Supporting systems change	Following through--locally and follow-up	Investigations/Adjudication/Management decision-making	Arbitration/Advocating	Emergency action
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Some Conflict Management Offices

Affirmative Action																
Audit																
Conflict Coaches/ Counselors																
Conflict Management System Office/ Coordinator/Steering Committee																
Disabilities																
Disciplinary Office/Internal Affairs																
Email/Online Harassment Officers																
Employee Assistance/Social Workers																
Environmental Hazards/Waste Hazards																
Equal Opportunity																
Ethics/Compliance																
Grad Students Deans/Advisors																
Hot Lines/Advice Lines/Idea Lines																
HR/IR/Human Capital																
Human Rights/Civil Rights																
Human Subjects/ Animal Care																
Inspection/Inspectors General																
I.P./Patents/Copyrights																
Legal Counsel/General Counsel																
Line Management relevant to issue																
Mediation Program																
Medical /Nursing/ Mental Health																
Mentors/Peer Advisors																
Model Workplace																
Mortality/Morbidity																
Ombudsman Office																
Patient Ombudsman/Advocate																
Quality Assurance Circles/Monitors																
Race Relations/ Cultural Relations																
Religious Counselors/ Chaplain																
Residence Advisors/Managers																
Risk Management																
Safety/ EH&S Working Groups																
Security/Campus Police																
Sexual/Racial Harassment Advisors																
Staff Associations																
Undergraduate Dean/Advisors/Council																
Unions, Stewards, Union Officials																
Work/Family/Personal Life Programs																
Working Groups/Council																