E-Mediation

And other third party interventions in conflict

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Conflict

E-mediation is a special form of intervention in conflict

What are the alternatives to choose from?
When is e-mediation the preferred intervention?
Third parties in a conflict

Different roles as third parties in conflict between A and B

C: staying out
Third parties in a conflict

Different roles as third parties in conflict between A and B
C: staying out
D: siding
Third parties in a conflict

*Different roles as third parties in conflict between A and B*

C: staying out  
D: siding  
E: intervening
Third party roles and authority

*C: decision by third party*
Third party roles and authority

C: decision by third party
Third party roles and authority

Third party has the authority to decide
Prefers to mediate

Parents
Teachers
Managers
Police
Judges

Mediation-Arbitration
Mediation is a profession and formal process. Can be applied in many domains: family, labor, community, family-business, business, citizen-government, victim-offender, international conflict, etc.
E-mediation

Use of electronic devices in the mediation process, partly or completely.
E-mediation to the max…

*Use of electronic devices in the mediation process, partly or completely.. replacing the person.*
When to use e-mediation?

The choice for e-mediation depends on:
- *Type of conflict and parties*
- *Level of escalation of the conflict*
- *Motivation of the parties to solve the conflict*
- *Role, power and acceptance of the third parties*
- *Cultural context*
- *Availability and acceptance of e-instruments*
Concluding

E-mediation is one form of third party intervention.
E-mediation can take many different forms.
E-mediation should be used consciously.
E-mediation can be combined with other interventions.