

MODES OF CONFLICT MANAGEMENT: OVERVIEW

	Voluntary	Informed	Settlement Options Available	Tension/Stress Level of Distrust
1. (Avoidance)	N/A	N/A	N/A	N/A
2. NEGOTIATION (Conciliation)	Yes	No	Maximum	Least
3. MEDIATION Voluntary, informed, facilitated decision-making (Mandated mediation) (Fact finding)	Yes	Yes (defacto)	High	Less
4. ARBITRATION (Evaluation) (Mini-trial) (Summary jury trial)	Yes/No (binding)	Yes (dejure)	Few	High
5. ADJUDICATION	No	Yes (dejure)	Few	High
6. WAR/FORCE	No	No	Fewest	Highest