



E-Mediation

*And other third party interventions in
conflict*

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Conflict

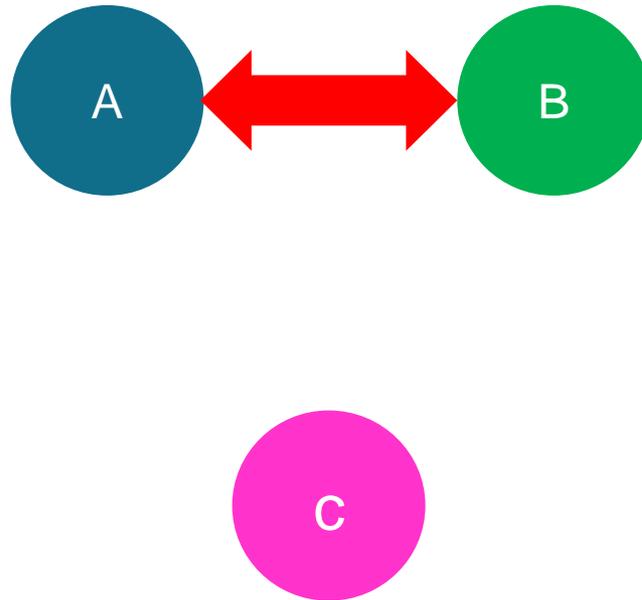
E-mediation is a special form of intervention in conflict

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

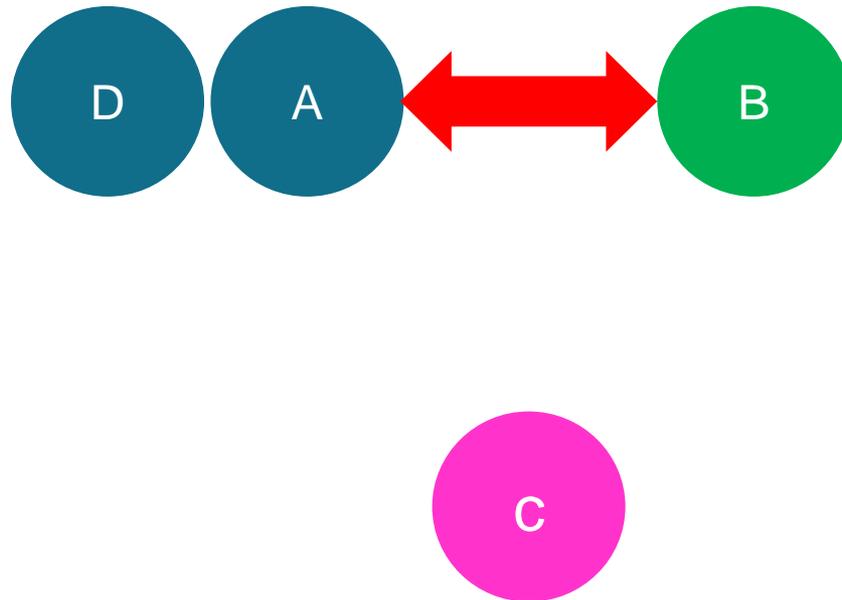


Third parties in a conflict

Different roles as third parties in conflict between A and B

C: staying out

D: siding



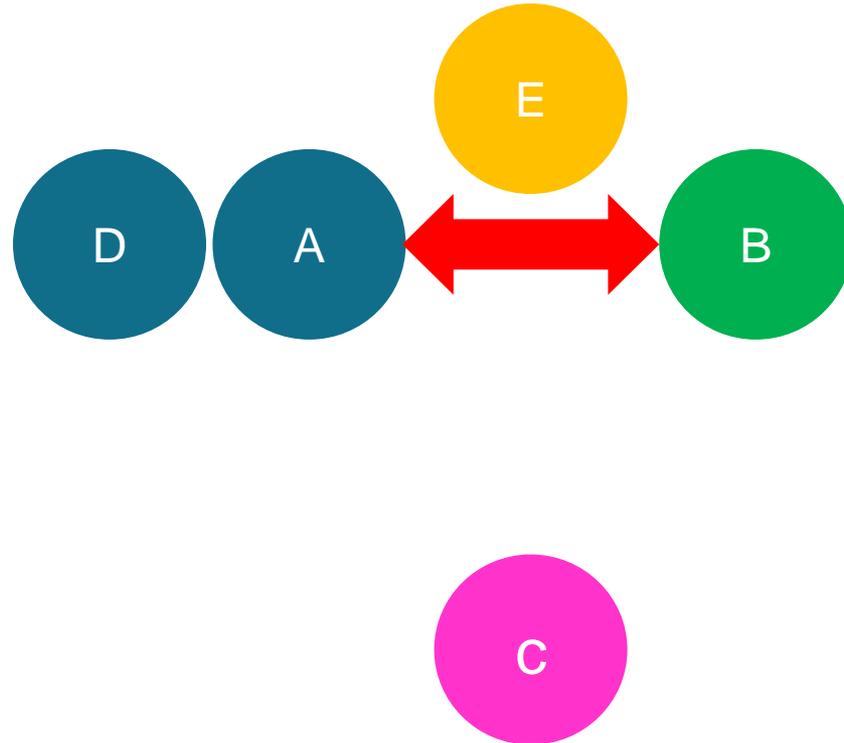
Third parties in a conflict

Different roles as third parties in conflict between A and B

C: staying out

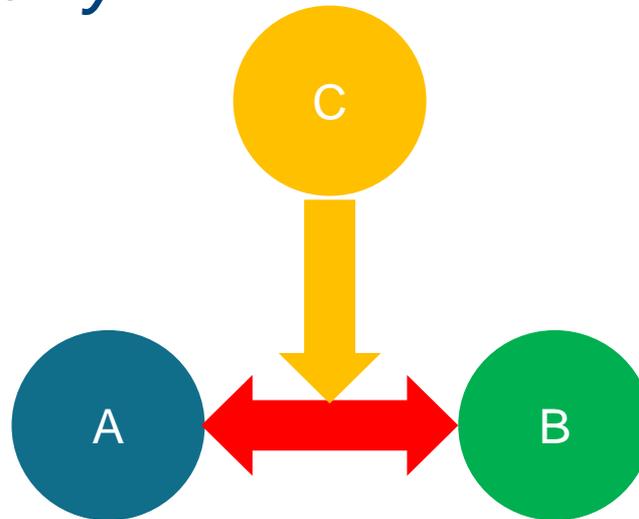
D: siding

E: intervening



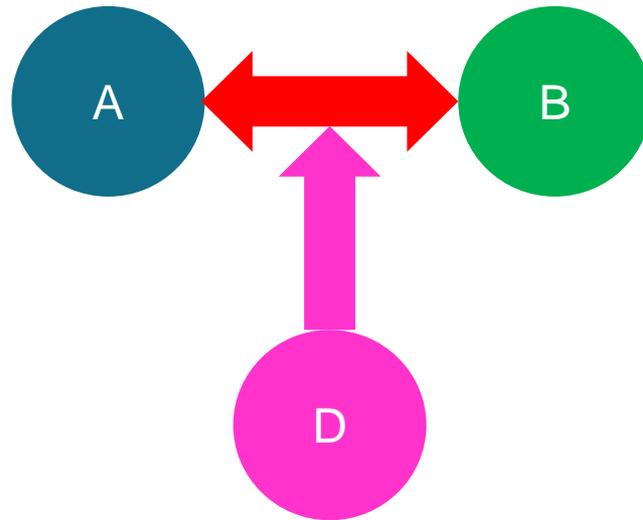
Third party roles and authority

C: decision by third party



Third party roles and authority

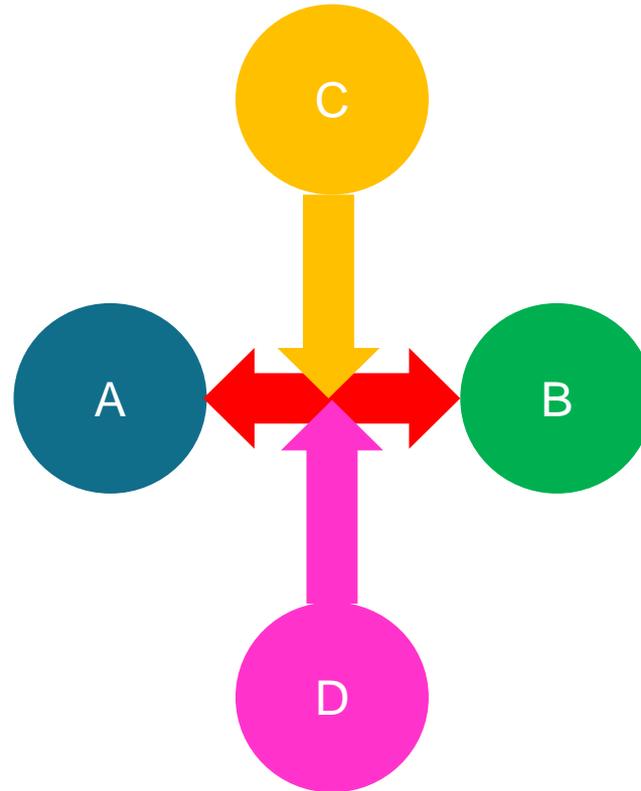
C: decision by third party



Third party roles and authority

Third party has the authority to decide
Prefers to mediate

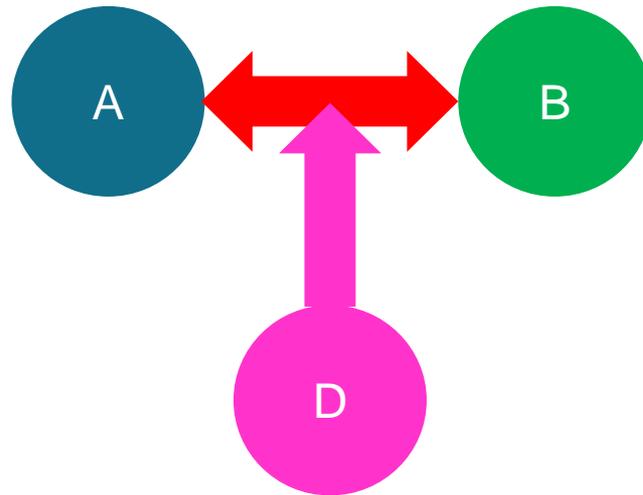
Parents
Teachers
Managers
Police
Judges



Mediation-Arbitration

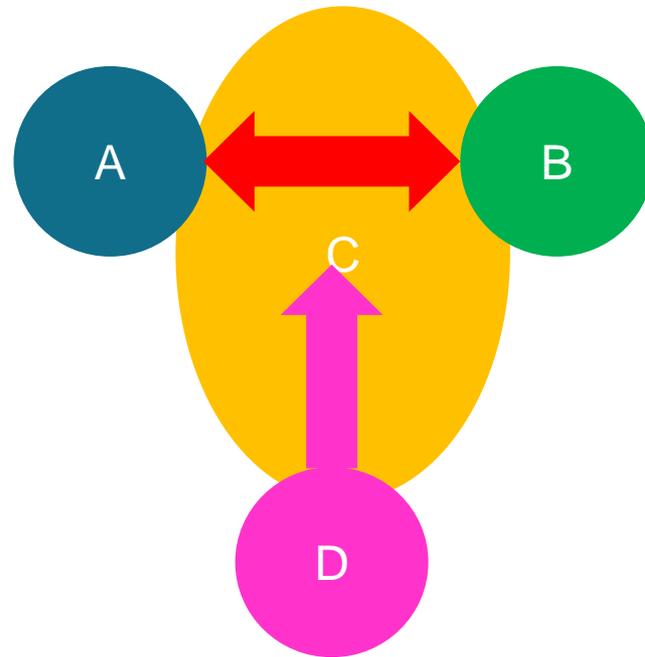
Formal and professional mediation

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.



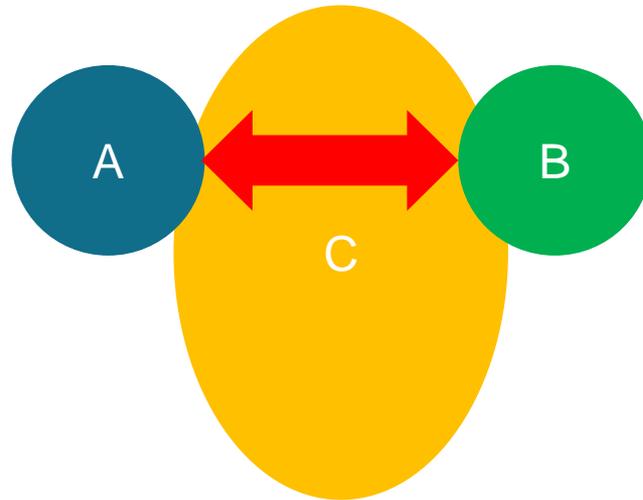
E-mediation

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 on third party intervention

E-mediation can take many different forms

E-mediation should be used consciously

E-mediation can be combined with other interventions