

What can we do?

A conflict analysis tool

Working through the questions in this conflict analysis tool will help you understand and minimise the causes of conflict.

Profile

What is the political, economic and socio-cultural context of the conflict?

What are the policy, developmental, legal and cultural issues surrounding the conflict?

Are any of the groups or individuals involved prone to conflict?

Is there a history to the conflict? Is the issue based on differences in personal values and history, personalities, personal or political agendas, gender or culture?

Causes

Does the conflict have a structural cause?

What are the direct causes of the conflict?

What triggers might make the conflict worse?

What factors can contribute to peace or consensus?

People

Who are the main people involved?

What are their interests, goals, positions, skills and relationships?

Are there any options for consensus and resolution that we can identify?

Can we identify any parties to the conflict as 'spoilers'? Why? Are they accidental or intentional spoilers?

Which people can we identify as 'champions' for a resolution?

Dynamics

What are the current trends and likely direction of the conflict?

Are there opportunities to resolve the conflict?

What scenarios can we develop from this analysis to help find a resolution?

Outcomes

What outcome are we looking for?

What are our chances of achieving this outcome?

What is important about that outcome?

If we can't get that outcome, what other outcomes will we be happy with?

Repeat the above but from the other party's point of view. (For example, 'What outcome do we think X is looking for?')

What is the cost of the dispute? (Consider legal fees, reputation of the corporation, reputation of individuals, risks to funding, disruption of services and/or conflict in the community.)

Actions

What have we done to try and resolve the dispute already?

What else can we do to help resolve the dispute?