

## Game ideas for conflict resolution



Resolving conflicts with various game ideas - is that possible?  
Mediation can be a solution approach.

### What is mediation?

Mediation (Latin for "mediation") is a structured, voluntary process for the constructive settlement of a conflict, in which independent "all-party" third parties accompany the conflicting parties in their resolution process.

The process of mediation can be broken down into five phases, identified by the letters ALPHA: Order Clarifications, List of Issues, Positions and Interests, Eureka and Final Agreement.

In multi-party mediations, the structures of the parties involved and the conflict constellations are often difficult for the external mediator to understand at the beginning.

With smaller items the mediator can get an overview.

For details, see article: Conflict Resolution.pdf

Konfliktloesung

### Source reference

- **Cover photo:** Dieter Schütz / [pixelio.de](http://pixelio.de)
- **Content:** © BESJ, Educate 05, Conflict Resolution CBM.2.6, [www.besj.ch](http://www.besj.ch)