Arbitration

Arbitration involves some person or body in authority (an arbitrator) investigating a conflict and making a binding ruling.

Conflict interventions

This is where parties in a conflict engage directly on the issue without necessarily having outside assistance. However, knowledge about conflict, its stages and possible approaches, is extremely helpful.

Conciliation

A process involving a third party (a conciliator), which can vary greatly in format, of trying to explore possibilities for dealing with the conflict and the prospect of agreement.

Do It Yourselves (DIY)

Mediation

A voluntary process involving a third party (a mediator) which entails the parties communicating and listening with the aim of assisting them to arrive at a mutually acceptable agreement.

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