

# Arbitration

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

# Conflict interventions

# 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 Yourself (DIY)

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

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

# Mediation