

CAUSES OF CONFLICT AND UNREST

RELATIONSHIP CONFLICTS

- Strong emotions
- Misperceptions or stereotypes
- Poor or miscommunication
- Negative repetitive behaviour

VALUE CONFLICTS

- Day to day values
- Terminal values
- Self-definition

SOCIAL CONFLICTS

- Power differences
- Stereotypes & structural disadvantage
- Sexism, racism, classism, homophobia etc

DATA CONFLICTS

- Lack of information
- Misinformation
- Different views on what is relevant
- Different interpretations of data assessment processes

STRUCTURAL CONFLICTS

- Role definitions
- Time constraints
- Unequal power/authority
- Unequal control of resources
- Unequal control of resources

INTEREST CONFLICTS

- Substantive
- Procedural
- Psychological

Adapted from Moore C. 2003, The Mediation Process