

**SELECTING A CONFLICT RESOLUTION APPROACH**

<b>CONFLICT RESOLUTION APPROACH</b>	<b>EXPLANATION</b>	<b>USES</b>
Interest-based ADR	A voluntary collaborative conversation directly with the other person(s) or with the assistance of a third party, working together to find a solution. The conversation focuses on understanding what’s important and why before working towards a solution.	When a solution is achievable through a collaborative conversation <u>and</u> when everyone wants to resolve the conflict at a low level in a timely manner.
Rights-based	A third party will measure the problem against policy, guidelines or laws and make a decision. Decisions are made based on relevant policies, directives and, where applicable, findings in investigations.	When a decision has been made which is seen as not consistent with a policy or directive and may be resolved by a third party providing a ruling on the decision. Also when a member of the CCM feels they have been harassed or that their rights have been violated and they decide not to use the ADR approach.
Power-based	The person with the authority to make decisions regarding the matter at hand determines how the situation will be resolved based on his/her leadership experience and authority.	When a timely decision must be made and the person in authority chooses to make the decision without a collaborative or investigative process.