

# Dealing with Conflict Continuum

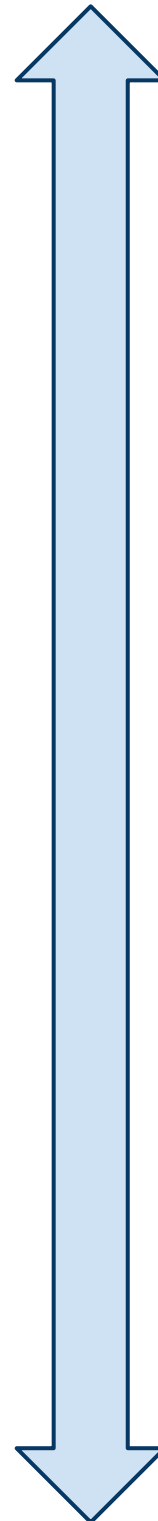
**External Complaints Resolution**  
Police and Criminal Law  
Courts and Civil Law  
Legal Mediation / Negotiation  
Community / Alternative Arbitration

**Collective Complaints Resolution**  
Internal Complaints Resolution Processes  
Internal Negotiation Processes  
Other Internal Arbitration Process

**Collective Conflict Resolution**  
Internal Group Conflict Resolution Process  
Formal and Informal Mediation  
May draw on external mediator  
May use conflict 'point people'

**Individual Conflict Resolution**  
Interest-based Approach to Conflict  
Direct Interpersonal Dialogue  
Explore all Operational / Logistical Solutions

**Conflict Prevention / Capacity Building**  
Anti-Oppression Training and Practice  
Direct Communication & Active Listening  
Organizational Planning & Team Building



Reactive

Requires lots of energy, time, and resources

Solutions are distant from original experience of conflict

Potential for trauma is higher

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Proactive

Requires less energy, time, and resources

Solutions are closer to original experience of conflict

Potential for trauma is lower