How To Conduct a **Conflict Assessment**

Sponsor*

DECIDE

to initiate a conflict assessment

Retain a credible and non-partisan assessor

Make a preliminary list of stakeholders to interview

Invite stakeholders to participate

Introduce the assessor to the participants

Assessor**

INITIATE

a conflict assessmen

Make a preliminary list of issues to explore

Develop an interview protocol

Arrange confidential, one-on-one interviews with all relevant stakeholders

GATHER

information through interview.

Explore stakeholders' key concerns and interests

Assess stakeholders' willingness to "come to the table"

Identify additional stakeholders to interview

ANALYZE

interview resul

Summarize concerns and interests without attribution

Map areas of common and opposing interests

Identify potential opportunities for mutual gain

Identify obstacles to reaching agreements

Estimate the potential success of a facilitated dialogue

DESIGN

a joint problem-solving process
(if appropriate,

Identify stakeholder groups that would need to be involved

Draft a work plan for addressing key issues

Draft ground rules for constructive communication

Estimate the costs of supporting the process

SHARE

the assessment with interviewees

Distribute a draft report

Ask interviewees to verify its accuracy and completeness

Incorporate suggested changes and finalize the report

Assist the sponsor and others in agreeing on whether to proceed with a facilitated problem-solving process

*A sponsor is any individual or organization interested in assessing the feasibility of a facilitated dialogue.

**An assessor must be neutral, impartial, and experienced in dispute resolution.