



CONCILIATION

- Definition** The conciliator assists participants to identify the issues in dispute, develop options and to reach an agreement. A conciliator may provide advice on the disputed matters and options for resolving them. Conciliators will not make a decision about how to resolve the dispute. A conciliator may have professional expertise in the subject matter in dispute.¹ Conciliation is useful where parties seek assistance with technical issues, for instance with scientific data or legal concepts, or where there is a regulatory aspect to the dispute (e.g., industrial relations).
- Outcomes** Either a consensus agreement that resolves the dispute, an agreement as to how to manage the dispute in the future, or an agreement to disagree that allows people to pursue other options such as arbitration or court determination.
- Features** A low cost, low impact and fair way to determine if an agreement is possible. No need to “give in” or lose face if an agreement can be achieved that makes sense to all parties.
- Method** Parties agree to engage a conciliator who then manages the process/es. Conciliator works with the parties to understand what is important to them, and to discover options for resolution or change, and to provide input and special expertise.

¹ NADRAC definition see www.nadrac.gov