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 assessment

- 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 interviews

- Explore stakeholders' key concerns and interests
- Assess stakeholders' willingness to "come to the table"
- Identify additional stakeholders to interview

ANALYZE
interview results

- 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

SAMPLE
DO NOT COPY

*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.

Copyright © 2009 Consensus Building Institute | www.cbuilding.org