

Between a rock and a hard place: challenges, strategies and resolution of value conflict mediation

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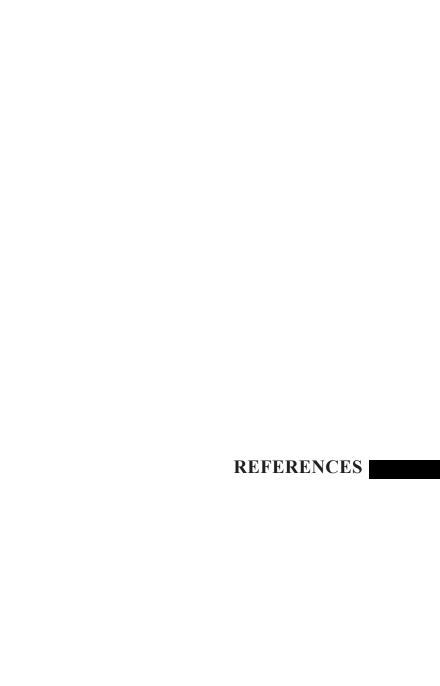
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Appendix

Interview Schedule for Professional Mediators

- 1. Please describe the types of conflicts that you mediate in your practice.
- 2. What is the most common type of conflict that you are requested to mediate?
- 3. Can you give examples of inter-personal value conflicts that you were requested to mediate?
- 4. Let's discuss one specific value conflict that you have mediated in the past. What was the topic of the conflict?
- 5. Did you feel that there were underlying conflicting values in the dispute? If so, which underlying values were present?
- 6. Can you describe how the mediation process went?
- 7. Did you employ specific techniques that seemed fitting to the situation?
- 8. Why did you choose to employ these techniques?
- 9. Which aspects do these techniques aim to influence? (for example, emotion, perception, behavior, cognition)
- 10. Were you able to assist the parties in reaching a solution by employing these techniques?
- 11. Can you describe this solution?
- 12. Are there any other techniques that may have been useful in this situation?
- 13. Are there any techniques that a mediator should not employ in this situation? For example techniques that may function counterproductively? If so, why shouldn't a mediator use these techniques?
- 14. Do you feel that there is enough information about the mediation of value conflicts available for mediators?
- 15. Do you feel that there are enough techniques specifically geared at resolving value conflicts?