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