

Conflict Management: Evaluation Criteria

Reduction of the cost of disputing

- * Time, money and emotional energy spent
- * Resources consumed and destroyed
- * Opportunities lost

Mutual satisfaction with outcome

- * Fulfillment of interests
- * Perceived fairness
 - of the settlement itself
 - of the dispute resolution process
(opportunity to express oneself; control over accepting or rejecting the settlement; influence in shaping the settlement; behavior of the other party)

Positive effect on the relationship

- * Ability of the parties to work together well after resolving their dispute

Recurrence

- * Sustainability of the settlement
- * Learning effect (prevention of future disputes over the same issue; effect on other disputes: different issues, other parties)

Source: W. L. Ury, Jeanne M. Brett and S. B. Goldberg, *Getting Disputes Resolved – Designing Systems to Cut the Cost of Conflicts*, PON Books, The Program on Negotiation at Harvard Law School, Cambridge (MA); 1993