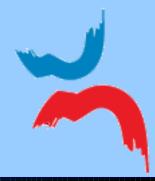
# **How to Effectively Deal with Disputes**

By James Hare for Wikimania 2007





# **Importance of Dispute Resolution**

- Community-based projects require harmonious editing
- Can originate from a small, petty argument
- ✓ Poorly handled situations can cause good editors to leave
- Stop it at the root

## **Starting the Process**

- Locking pages ends edit wars by preventing editing
- Stepping in and intervening
- Bringing others into discussion third opinions
- ✓ Tough love

## While Mediating

- ✓ Look into the dispute yourself analyze the complaints
- Think about why they're arguing
- Consider what would make them stop fighting
- ✓ Not about punishment or getting in trouble.

## Synthesizing a Resolution

- Bringing others into discussion for third opinions
- ✔ Blocking should be avoided, as it causes resentment
- Look into the dispute yourself
- Think about why they're arguing
- Consider what would make them stop fighting
- Compromises and Condorcet winners

# Trying to make it stick

- Again, tough love
- Watch the pages/users in question
- Convince them that they should work together
- ✓ There will be people who simply refuse mediation

Arbitration?