



Make conflict possible again!

Conflict is necessary

... but not warmly welcomed ;-)



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**But do we understand
conflict in Wikipedia?**



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Conflict analysis

Why?

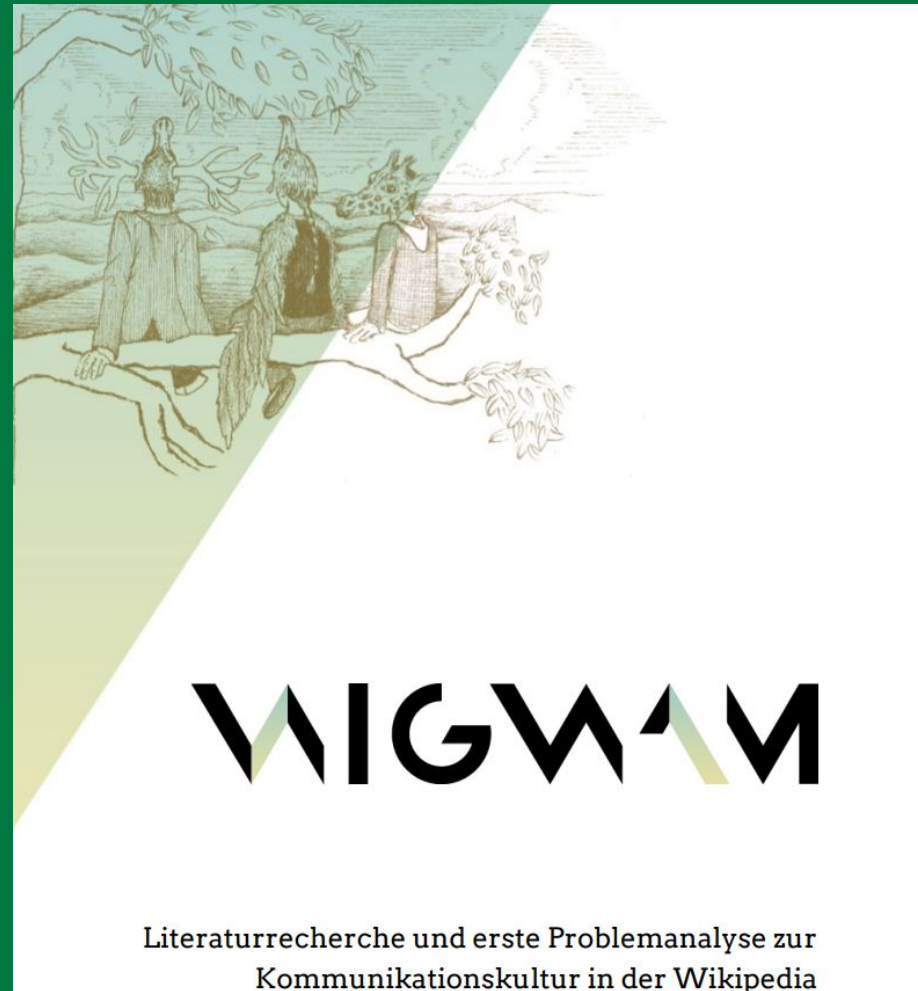
To analyse and evaluate scientific findings on problematic communication

What did we want to learn?

Better understanding of the origins and management of conflicts in Wikipedia

How?

Wikipedia pages and 150 scientific sources (mainly in English). No own research.



Phases of german speaking Wikipedia

3 Diversity

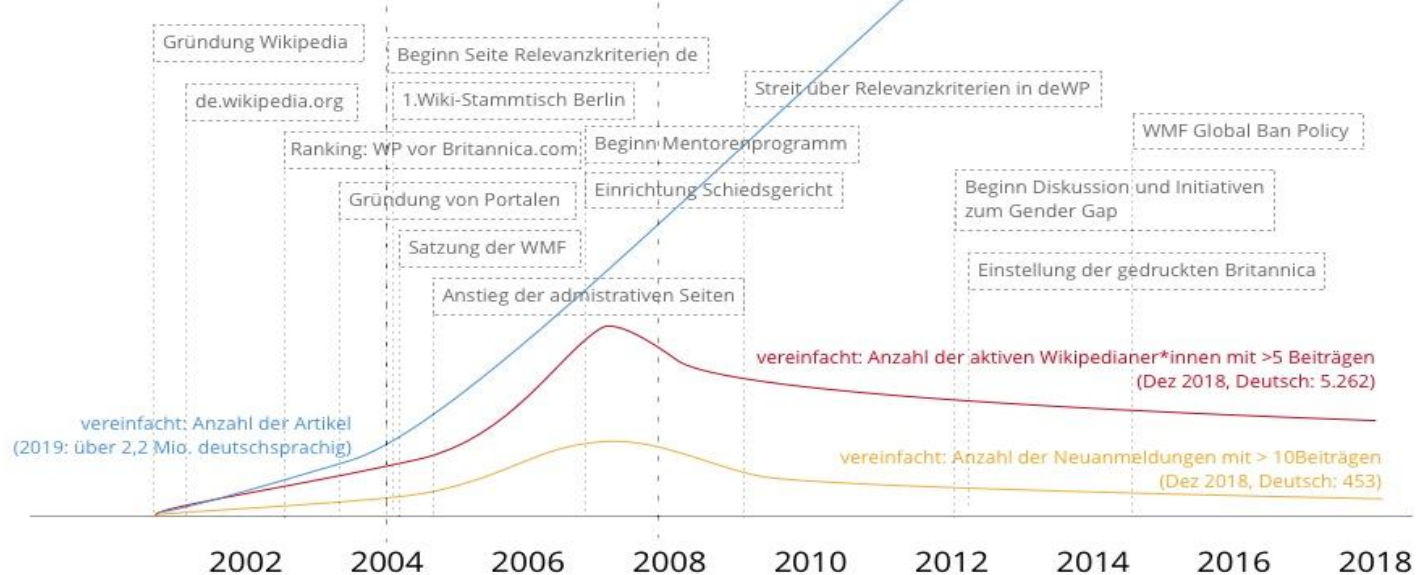
Topics: allow participation/ communication

2 Quality

Topics: find criteria and processes

1 Development

Topics: prove usefulness and trust





**3 minute discussion
with your neighbour first**

Thank you!



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**Do you observe that
conflict fields differ
between language
versions or over time?**



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Types of conflict by causes

- edit war
- vandalism/
trolling
- commercial
influence
- systematic bias

Clarification of controversies

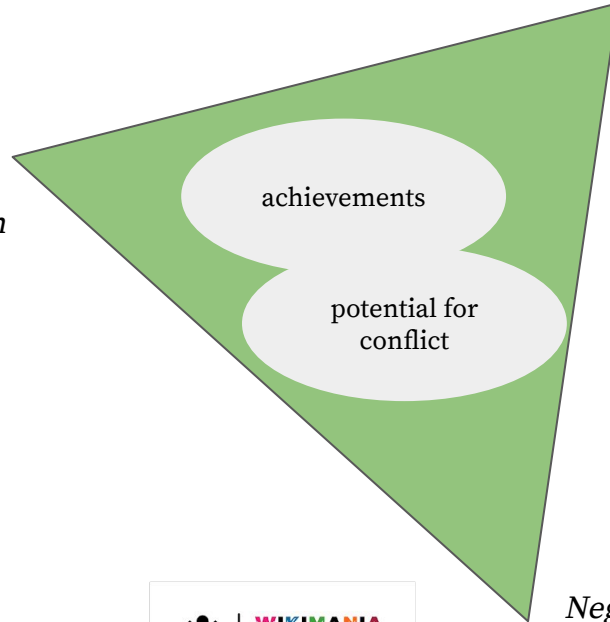
- Resolution
- Closure
- Abandonment

.....or Edit war

Conflict area Free Knowledge

One Goal, three dimensions


*Principle of radical
openness and voluntarism
(phase 1)*



*Quality and NPOV through published
documents and references
(phase 2)*




*Negotiating knowledge
as a social process
(phase 3)*

A stylized illustration of a person with their hands raised in a gesture of participation or agreement. The person is rendered in a light orange color with white decorative patterns on their head and torso. Green foliage with rounded leaves is layered over the person and extends across the left side of the frame. The background is plain white.

**Communication Culture is
the result of behaviour
and governance structure
people decide to
implement.**

multimodal approach

To improve conflict
management onwiki

- ✓ **Training for staff and community members** in communication and conflict management onwiki
- ✓ **Rules and processes at WMDE** for dealing with problematic behaviour
- ❑ **(2020) Research and Discussion**
- ❑ **(2021) Offer Facilitation of Change** to support community in self-governance and remain open for everyone  | **WIKIMANIA STOCKHOLM**

Discussion and Learning



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- 1. What is the the most promising approach for improving conflict management in an online community and why?**
- 2. What is special about Wikipedia online Community and needs to be considered?**

**4 minute discussion with neighbour first.
Thank you!**

**Vera Krick, Head of Community Engagement,
Wikimedia Deutschland says**

THANK YOU!



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