

How to Effectively Deal with Disputes

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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?