

# Conciliation

by Sophia Tutorial



## WHAT'S COVERED

In a previous lesson, you learned that conciliation is one of the many conflict resolution methods. This lesson will provide a more in-depth focus on the following:

1. Conciliation as a Conflict Resolution Process
2. Conciliation in Action

## 1. Conciliation as a Conflict Resolution Process

**Conciliation** is a conflict resolution process in which a third party, or conciliator, meets privately with the conflicting parties in order to gain concessions from each.

A conciliator is similar to a mediator in that a conciliator will pay attention to the emotional tone and emotional issues between the parties, such as:

- Tension
- Communication patterns

The conciliator will look at these issues and discuss solutions with each of the parties in the hopes that they can come to a settlement.

Unlike a mediator, the conciliator's goal is to gain **concessions**, or agreements to sacrifice part or all of a need in exchange for another, from each party rather than to meet all of both parties' needs.



## TERMS TO KNOW

### Conciliation

A conflict resolution process in which the conflict resolver meets privately with each party to the dispute, seeking to gain concessions from each party.

### Concession

An agreement by a party to sacrifice part or all of a need or goal, usually in exchange for a gain in another area.

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## 2. Conciliation in Action

Because conciliation usually occurs when the parties are either unwilling or unable to meet in person, a conciliator will probably meet with the parties in separate rooms, or even separate buildings.

Parties may need to meet separately for a variety of reasons, including:

- *Practicality*: If the parties don't live in the same city or area, meeting together could be difficult to arrange.
- *Safety*: In some cases, if the conflict has escalated to a certain level, it might actually be dangerous for the parties to meet together.

In both these situations, the conciliator would be going back and forth between separate rooms or buildings in different areas for these meetings.



## SUMMARY

In this lesson, you learned about **conciliation as a conflict resolution process** in which a conciliator looks to gain concessions, or sacrifices, from both parties. You now understand what **conciliation looks like in action**, and that the conciliator will most likely need to meet with the parties separately. Good luck!

Source: Adapted from Sophia tutorial by Marlene Johnson.



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