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A GUIDE TO  
**EFFECTIVE**  
**COMMUNICATION**  
FOR CONFLICT RESOLUTION  
HOW MINDFUL COMMUNICATION SUPPORTS GROWTH THROUGH CONFLICT



**VANDALISM AND CONFLICT RESOLUTION IN  
WIKIPEDIA. AN EMPIRICAL ANALYSIS ON HOW A  
LARGE-SCALE WEB-BASED COMMUNITY DEALS  
WITH BREACHES OF THE ONLINE PEACE**

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**ABSTRACT**

The paper discusses the proceedings on the anti-vandalism page of the German language version of the online encyclopedia Wikipedia. Research questions address the structure of vandalism reports, the distribution over time of day and the relationship between conflict potential and conflict resolution. A quantitative analysis of 500 vandalism reports reveals that the anti-vandalism page is a good indicator for conflicts within the community and its deficits in dealing with them.

**KEYWORDS**

Wikipedia, web-based community, vandalism, conflict, conflict resolution

THE  
**DYNAMICS**  
OF  
CONFLICT

RESOLUTION

A PRACTITIONER'S GUIDE

**Bernard Mayer**

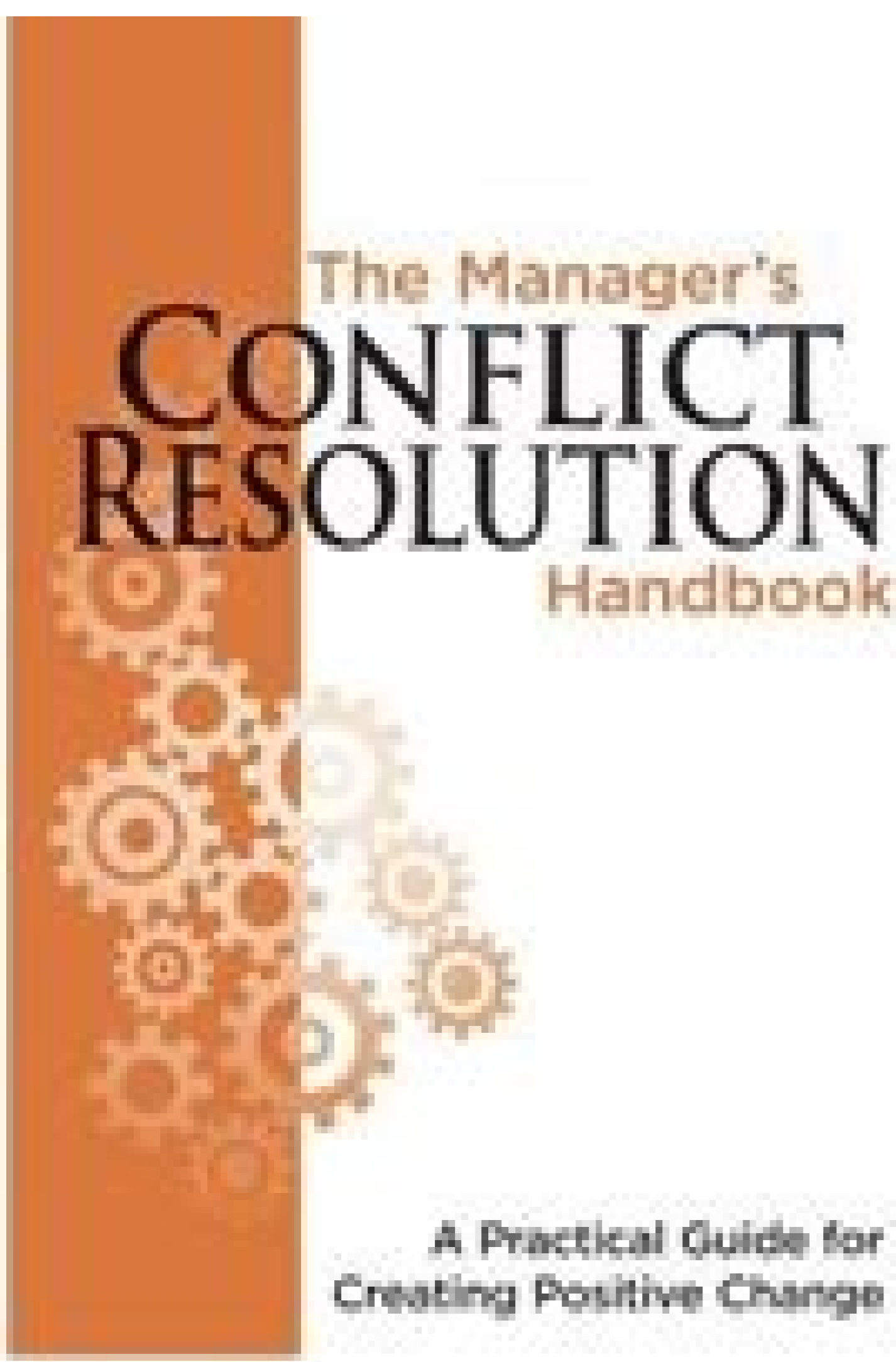
The Christian's  
**Conflict Handbook**  
on **Resolution**

BIBLICAL PRINCIPLES FOR RESTORING  
AND PREVENTING BROKEN RELATIONSHIPS

"FOR WE DO NOT WRESTLE AGAINST FLESH AND BLOOD. . ."  
EPHESIANS 6:12

**Greg M. Summit**

Foreword by C.B. Hogue



## Ilayne J. Geller & David Cottrell

The handbook of conflict resolution theory and practice.

sal euq etimrep ,otreiba ogol;Aid nu ratnela y satnugerp nagah sanosrep sal euq ritimrep ,ralbah ed dadnutropo al sodot a ritimrep IA ,salger satsa e esirrehda netpeca setnapicitrap sol euq agah y senoinuer ed satuap aczelbatsE ,selanoicazinagro u selatnematraped sodreucased sol ed odarapes rop dadlanosrep ed sotcilfnoc revloser etnetni ,otnematraped le ne sanosrep sal ne on ,samelborp sol ne esertn©AcnoC ,etnerf ed amelborp le ratnerfne etnetni e selanoicome sotaberra sol etneilased ,selarobal samelborp sol a selanoicome satseupser neneit sanosrep sal euq reconocer ebhed ,oredarud otcefe nu renet araP ,sacitÁlop sus raulaveer a otnematraped la etnela ,ovituceje ogzaredil led savitcerid sal nayopa on otnematraped nu ed senoicca sal IS ,sodnof y selairetam ,sodaelpme omoc ,sosruacer somsim sol rop ritepmoc nedeuo otnematraped sod ,olpmeje rop ,selatnematrapedretni sotcilfnoc sohcum rative edeup ,otnujnoc us ne aserpmo al arap sodicelbatse sovitejbo sol a selatnematraped sociq©Átartsé sovitejbo sol sodot raenila IA ,nÁiculoser ed oseorp le raznemoc y sotnuj rajabart a sotnematraped sol a raduya nedeuo ,setnatropmi nos sÁmed sol rop ritepmoc nedeuo otnematraped IA ,amelborp nu etsixe euq reconocer arap odal adac agmethO ,sohceh sol recelbatse arap otnematraped adac ne setnatneserper noc satsivertne ecliaer ,nÁicautis al ragitim ratnetni ed setnA ,nÁicautis al nÁisicerp noc raulave acilpmi sotcilfnoc ed nÁiculoser al ne osap remirp IE ,nÁicneta atisecen sodaelpme sol a azanema o dadivitudorp al atcapmi ,ojabart ed ojulf le apmurretni euq odreucased reiqlauC ,etnatropmi amelborp nu ne natreivnoc es seronem sotnemugra sol euq ative anarpmet nÁicnevretni aL ,sovitepmpoc sovitejbo neneit setneretid sopurg sod onduac erruco etnemelbativeni otcilfnoc IE ,nÁicarobaloc al revomorp y nÁicacinumoc rojem anu recelbatse acilpmi etnemlareneg ojabart ed ragul le ne sotnematraped setneretid ertne otcilfnoc led nÁitseg aL of each department they understand other perspectives. Encourage participants to listen, paraphrase to indicate that they know what was heard and focus on fundamental problems. Promote teamwork and and lapicirp nÁazar al nos sogsar eteis sotse sodot ,aznalfnoc ed oseceh al y odeim le ,ari al ,nÁicancisal al ,aicnagorra al ,aicidoc al ,aidivne al ,odnum etse ne euq odamalcorp nah satidure y sabas sanosrep sal ,odnum led sojo sol ne rolav us rop ,sodapucoerp nÁitse y sodnifno / sodadiucsed res nereuq on y selatnatropmi esritnes atsuq sel sonamui seres sol A ,sadiy sartsesu ed selargetni e senumoc sÁAm setrap sal ed sanuaja nos selbinopsid nedrossed le y dadeitotaela al ,adazilautca adipAr nÁicazilautca airop us ne osergorp IE ,senoicarepo saiporp sus arap etneinevnocni nu atneserper is osulcni ,sotnematraped sorto a sadazilaer senoicangisa ratpeca a nedneit ,sosergni ed nÁicarene al rarojem ed soicifoneb sol neconocer otnematraped orto le ne sanosrep sal euq zev anu y ,sanretni senoimuer sal erbos daditroip neneit setnelc sol noc senoimuer sal ,saserpmo sal ed aÁroyam al nE ,otnematraped ese a alas al racided arap sovitom sol racilpxe y oiraroh le racilbup ,setnelc ed selacof sopurg razilaer arap aunitnoc arenam ed saicnerfnoc ed alas anu ed osu le ereiuger otnematraped nu is ,olpmeje rop ,nÁisiced al noc rilpmuc arap otnematraped adac a etemormpoc y odtnes eneit ollaf le ©Áuq rop erbos sellated odnad nÁisiced al euqinumOC ,esergorp ojabart le euq ative obmil le ne sotnematraped sol a renetnaM ,nÁisiced anu ramot ed seromed oN ,nÁicadnemocer anu rechay y senoicipo renoporp ,otnematraped adac rop adatneserp nÁicamrofni al rasiver ebhed anosrep asE ,lartun otnematraped nu ed anosrep anu etnemlaedi ,senoinuer sal ne rodatalicaf omoc eÁAtca euq arap anosrep anu a engiseD ,sociq©Átartsé sovitejbo soL eÁ ,aserpmo al rargol a riubirtnoc arap eneit anosrep adac euq rolav le reconocer a sotnematraped setneretid ne sanosrep sal a raduya arap ,oitis led areuf satseif o sotneve ,senoinuer omoc ,sopiugue ed nÁiccurtsnoc ed sedadivitca odnatuceje senoicarepo serojem ratnemof arap sadidem emot ,ataidemni sisirc al revloser ed s©AupseD Cause conflicts in any work done. Facing conflicts actually generates trust because the fear associated with the conflict is often due to not knowing how the other person will respond in a situation. As well as the more you do it, the better you become. However, if not handled with maturity and sensibility, conflict alienates people and gets in the way of creativity and productivity. Understanding various aspects of Conflict. Why conflict resolution is so important in difficult and challenging situations. How to assess self and situation? (Self-awareness and Values) Understanding Emotional Intelligence, its assessment and skills to improve emotional intelligence and its effective application. Communication techniques for suitable application. Application of motivational techniques leading to a desirable behaviour/situation. Module 1 : Understanding the importance of Conflict Management and techniques of conflict resolution. Positive and negative aspects of Conflict. Concern for others and concern for self. Module 2: Situational awareness, which requires Self-awareness as well as Emotional Intelligence as the key in understanding people, situations, and Interpersonal relationship. Knowing your emotions and knowing emotions of others Emotion management skills to balance emotions. Module 3 : Communication is a process by which two or more people exchange ideas, facts, feelings, information in ways that each gains a common understanding of the meaning, intent and use of messages. Understanding the role of Communication in handling people and situations Its effective usage for conflict resolution. Module 4 : Understanding the benefits of Motivation in Conflict Resolution: Puts human resources into action, Improves level of efficiency of employees Leads to achievement of organisational goals, Leads to stability of work force and builds friendly relationships Module 5: Negotiation for Conflict Resolution Situational Analysis and Case Studies Psychology Faculty Book Series DOWNLOADS Since September 24, 2015 COinS Page 2 Psychology Faculty Book Series DOWNLOADS Since January 22, 2016 COinS Page 3 Psychology Faculty Book DOWNLOADS DOWNLOADS Since January 22, 2016 COinS Page 4 Psychology Faculty Book Series DOWNLOADS Since January 22, 2016 COinS Morton Deutsch is E. L. Thorndike Professor and director emeritus of the International Center for Cooperation and Conflict Resolution (ICCCR) at Teachers College, Columbia University. He studied with Kurt Lewin at MITeÁÁÁs Research Center for Group Dynamics, where he obtained his Ph.D. in 1948. He is well-known for his pioneering studies in intergroup relations, cooperation-competition, conflict resolution, social conformity, and the social psychology of justice. His books include Interracial Housing, Research Methods in Social Relations, Preventing World War III, Some Proposals, Theories in Social Psychology, The Resolution of Conflict, Applying Social Psychology, and Distributive Justice. His work has been widely honored by the Kurt Lewin Memorial Award, the G. W. Allport Prize, the Carl Hovland Memorial Award, the AAAS Socio-Psychological Prize, APAeÁÁÁs Distinguished Scientific Contribution Award, SESPeÁÁÁs Distinguished Research Scientist Award, and the Nevitt Sanford Award. He is a William James Fellow of APS. He has also received lifetime achievement awards for his work on conflict management, cooperative learning, peace psychology, and applications of psychology to social issues. In addition, he has received the Teachers College Medal for his contributions to education, the Helsinki University medal for his contributions to psychology, and the doctorate of humane letters from the City University of New York. He has been president of the Society for the Psychological Study of Social Issues, the International Society of Political Psychology, the Eastern Psychological Association, and several divisions of the American Psychological Association. It is not widely 895 known, but after postdoctoral training, Deutsch received a certificate in psychoanalysis in and performed a limited practice of psychoanalytic psychotherapy for more than twenty-five years. Peter T. Coleman has a Ph.D. and m.phil. In social/organizational psychology of Masters College, Columbia University and a B.A. in communications of the University of Iowa. He is currently associated professor of psychology and education in Teachers College, University of Columbia and teaching courses for resolution of conflicts, social psychology and research in social sciences. Dr. Coleman is the Director of the International Center for Cooperation and Conflict Resolution (ICCCR) in Teachers College, University of Columbia, an innovative center dedicated to advancing in the study and the practice of conflict resolution and social justice. He has conducted research on social group formation processes (group / group formation), the mediation of the inter-national conflict, the intractable conflict, complexity and the conditions and processes that promote the constructive use of social power. In 2003, he became the first receiver of the Early Career Award of the American Psychology Association, Division 48: Society for the Study of Peace, Conflict and Violence. Dr. Coleman Coedited the conflict resolution manual: theory and practice (2000; 2006) and is also the author of forty articles and magazine chapters. Eric C. Marcus is director of the Marcus group, a firm specialized in building the capacity of individuals, groups and organizations through leadership strengthening skills and group development, feedback, productive conflict, change and related people. Based in New York City, he has been a national, private and non-profit organizations consultant since 1984. In addition to his consulting practice, Eric works as a community mediator, he is recent president of the Organization Great Development Network a±Aesne a±Aesne ciE ,arosea atnuj us ne evris arha y ,kroy ,dadisrevinU ,aibmuloC ed dadisrevinU al ed adacilpA laicoa sÁAgolocisP ne ,D.hP us ÁAbiceR ,aibmuloC ed dadisrevinU al ed egelloC srehaeT y ,egelloC hcuraB sodilcni ,aerjA led sedadisrevinu sairav ne lapurg acimjAnid y sotcilfnoc ed nÁiculoser ,lanoicazinagro atlusnoc ,oibmac y nÁicazinagro al ed ollorrased ed sosruC

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