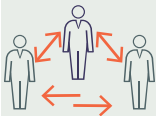


Direct negotiation



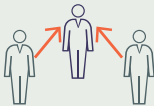
The parties negotiate directly with each other.

Conciliation



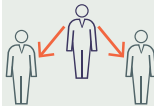
The parties are supplemented by a conciliator who may actively come up with solutions.

Mediation



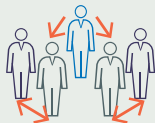
The parties are supplemented by a mediator who does not come up with any solutions.

Arbitration



The parties are supplemented by an arbitrator m/f who decides the case with an arbitration award.

Court



The parties are represented by each lawyer. The judge decides the case.

FIGURE 5.31
Conflict management.