

Using LLMs to Mediate Group Conflicts

What is a conflict and what is mediation?

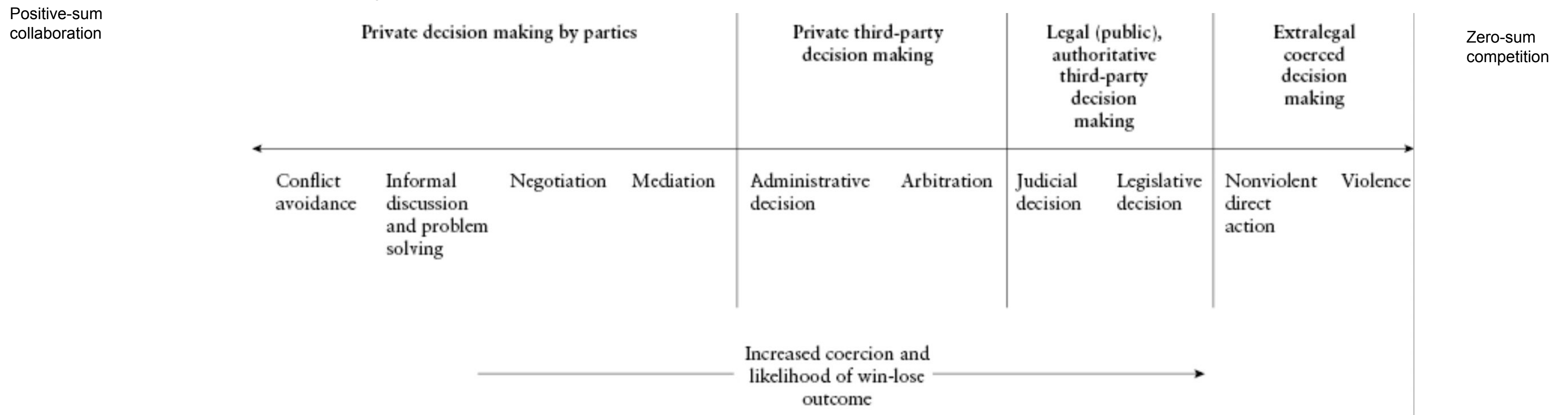


Conflict is a common occurrence in group settings, and it can be defined as a disagreement that occurs when the actions or beliefs of one or more members of the group are unacceptable to and resisted by one or more of the other group members.

Conflict resolution theory divides conflict into cooperation and competition (or adversarial). When things go well conflict is cooperative and when things go bad it is competitive. Rehearsal falls under [negotiation](#).

When things get too competitive/conflictive , mediation is necessary. “Mediation is a conflict resolution process in which a mutually acceptable third party, who has no authority to make binding decisions for disputants, intervenes in a conflict or dispute to assist involved parties to improve their relationships, enhance communications, and use effective problem-solving and negotiation procedures to reach voluntary and mutually acceptable understandings or agreements on contested issues. The procedure is an extension of the negotiations. Mediation is commonly initiated when disputing parties on their own are not able to start productive talks or have begun discussions and reached an impasse.”

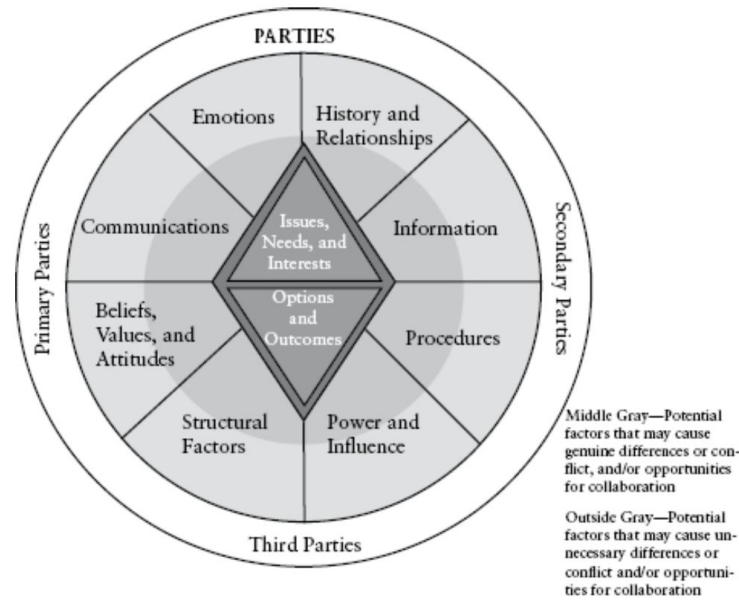
The conflict-resolution literature is ripped with frameworks to analyze and view conflicts. The line between negotiation and mediation is quite blurry but the addition of a third-part creates a clear distinction [Rehearsal](#) uses the Interests, Rights, Power (IRP) Framework, which I would categorize falls under the negotiation as their tool simulates **two-party** adversarial conflicts for training. Hence we should position our work in conflicts that require third-party intervention.



An annotated example from Reddit

Posting in amiwrong is an admittance of needing mediation?

https://www.reddit.com/r/amiwrong/comments/1b7x1tp/my_wife_wants_to_disown_our_son_for_cheating_on/



nick4424 · 7 hr. ago

What he did was wrong but cutting off contact is overkill.

1.2k

Reply Share

SkeleTourGuide · 6 hr. ago

I'm suspecting wife has a more personal issue with cheating and lying about it. Either she was a victim of it, a close friend/family member was or she did it and regrets it. Son is the embodiment of what personally happened to her and is a constant reminder of it.

646

Reply Share

Glittering_Joke3438 · 6 hr. ago

Or she's been spending too much time on AITA and thinks cutting off a child for this is a normal and reasonable thing to do

384

Reply Share

Quarkly95 · 5 hr. ago

Look, the best way to deal with cheaters is to take off and nuke the site from orbit. It's the only way to be sure.

136

Reply Share

Affectionate-Buy-870 · 5 hr. ago

Game over man game over!!!

u/MrIvysaur

[VIEW ALL MODERATORS](#)

Most uplied comment!

Posted by u/differentcue 7 hours ago

My wife wants to disown our son for cheating on his GF. Who is wrong?

Our son is in college and he has a long term girlfriend and he cheated on her with his ex GF. My wife warned him to come clean and tell his GF. My son was being selfish and he didn't. When a month went by and nothing, my wife dropped the bomb. GF is devastated. But I think her and my son are still "talking" because they still hang around each other like his cheating never happened

My wife is upset that our son would do this. Don't get me wrong so am I. I just don't like to stay my kids romantic drama. He's an adult. My wife wants to cut all contact with him because she thinks he's the equivalent to Hitler because of his cheating which I definitely don't agree with her on and i know my wife will deeply regret doing this to her son when our son is going to be talking to his whole family but ignores his mom

1.1k Comments Share Save ... 81 people here

Comment as juniotron

What are your thoughts?

Parties! - Son - Mother

Conflict! - Son cheated on girlfriend.

lack of communication

Power

emotion

Sort By: Top

Search comments

RestlessDreamer32 · 3 hr. ago

Christ, is your wife a Redditor or something? The only people I've seen who think cheating is on par with murder are Redditors.

13

Reply Share

differentcue OP · 3 hr. ago

I've noticed that on Reddit too

5

Reply Share

About Community

r/amiwrong

Describe a situation or scenario, providing all relevant information. Then seek the opinion of the masses. Were you ethically or morally wrong? See what sides the internet takes.

Created Apr 6, 2011

349k Members

3.3k Online

Joined

Create Post

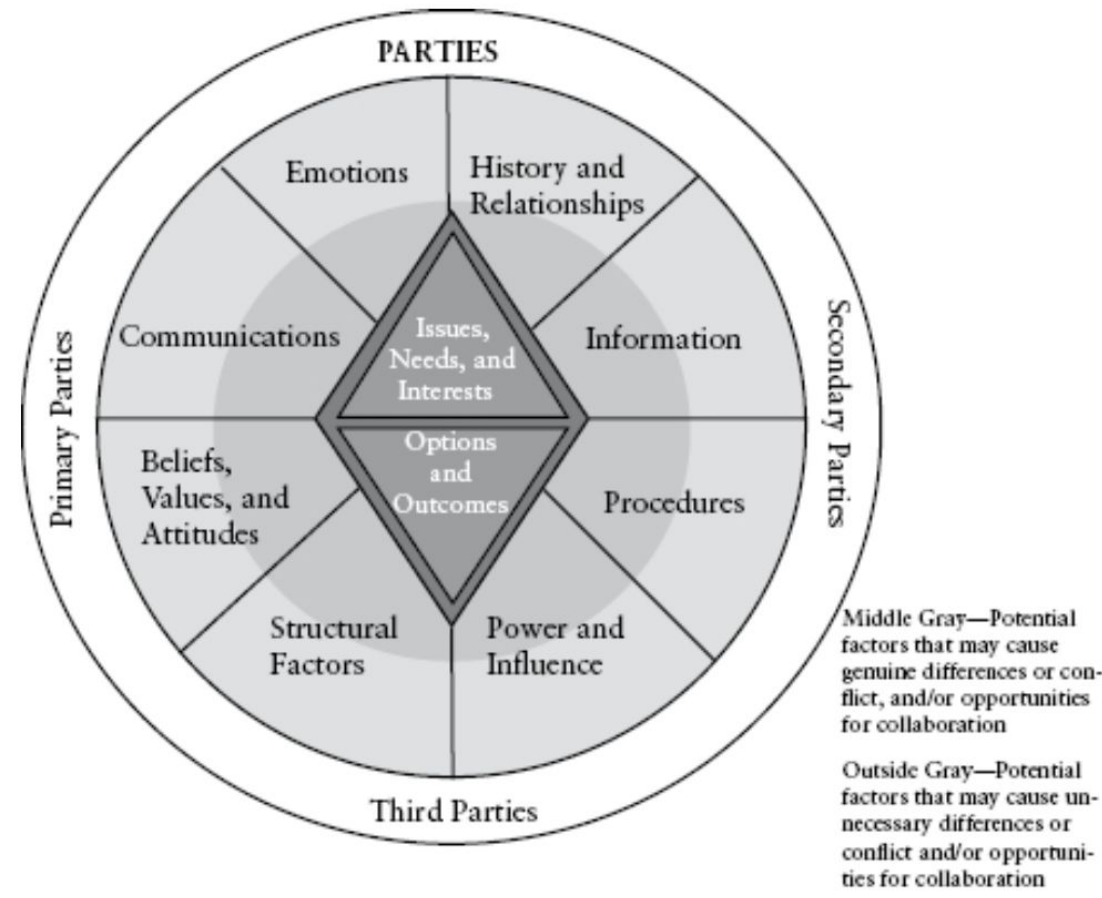
COMMUNITY OPTIONS

Moderators

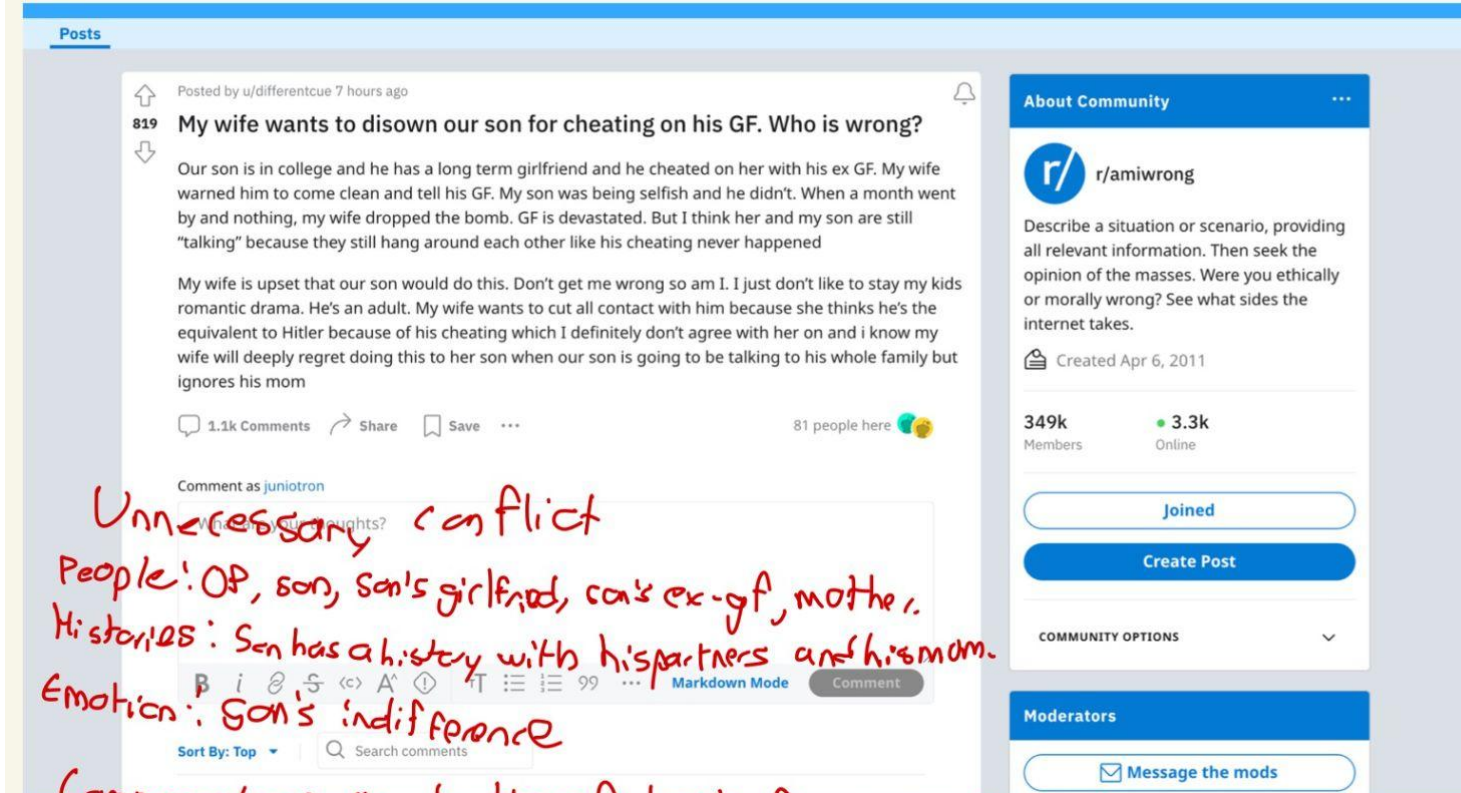
Message the mods

OP responses in comment tree.

Can LLMs help make this process easier?



<https://chat.openai.com/share/9ec0fcd2-d8d5-4d30-9f25-775eb5cea88c>



Unnecessary conflict

People: OP, son, son's girlfriend, son's ex-gf, mother.

Histories: Son has a history with his partners and his mom.

Emotion: Son's indifference

Communication: Mom to the gf. Lack of communication between mother and son

Information: son's infidelity was informed to gf,

Procedures: mother decided to cut off contact

Factors: Family expectations.

Beliefs, Values and Attitudes: Mom hates Fidelity. Son doesn't care about it.

Genuine Conflict (causes).

Issues: Son's infidelity

Needs: son: forgiveness

girlfriend: trust and loyalty

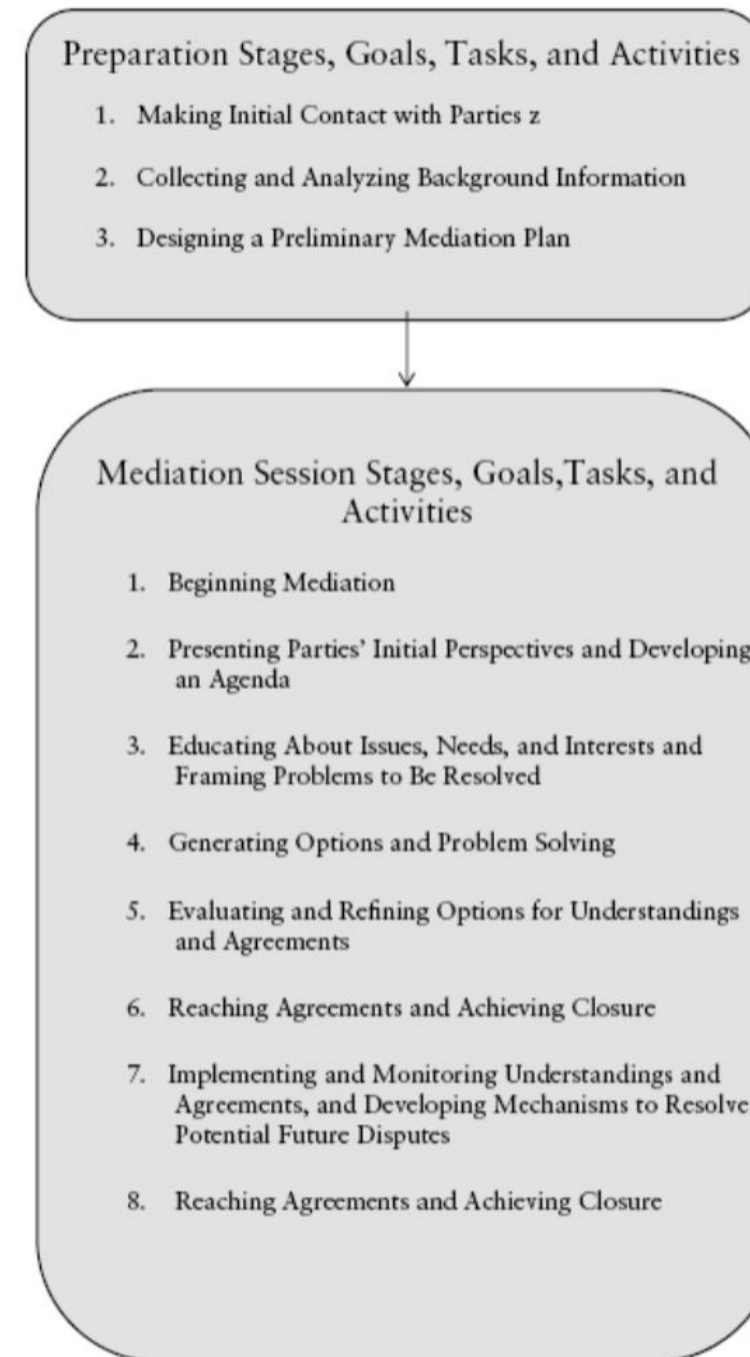
mother: moral behavior and accountability

Options: separation
counseling
communication
and forgiveness

Agreement: ?



- Can we use a conflict-identification and mediation framework, like the circle of conflict, to better dissect/understand conflicts in need of mediation?
 - For each of the 13 categories, we could ask an llm to give a rating (1 to 10) and an explanation behind their rating. This can lead us to create our own “conflict-intensity” score.
 - We could poorly prompt an llm to rate a conflict from 1 to 10 and ask if there is a need of mediation. We could then compare this to an llm response that uses the framework as context.
 - We could hire professional mediators to do the same, to give us ratings based on the conflict framework to determine if a conflict needs mediation.
 - This generates a bunch of data regarding whether mediation is necessary in online communities and if traditional, legal-mediation inspired frameworks are useful for this. This data can generate interesting comparative analyses that can be used for different projects.
- Theoretical Framework hell?



[Figure 6.1.](#) The Mediation Process Roadmap.

Plan

- March - May 2024: Collect Reddit data, rate the level of conflicts in communities like “AmIWrong”, and visualize such data.
 - This is needed for my InfoViz and Big Data classes.
- June-July 2024 : Prepare a paper on this comparative work on CSCW 2025
- October 2024: Automate CREST-bot in CREST using ideas from Moore’s work. Incorporate lessons learned from the MediatorLLMs work. Maybe some fine-tuning ?

Resources

- Moore
- Group Dynamics
- Rehearsal