

# NIGHT NEIGHBOURS – RESULTS AND LIMITS OF MEDIATION AT NIGHT

**e.g. Multi-party Conflict  
Management Munich**

## **AKIM – Allparteiliches Konfliktmanagement in München**

- ✓ **central contact point for conflict management in public spaces at Munich's department of social services**
- ✓ **one coordinator and six conflict managers (part time)**
- ✓ **multi-party; based only on communication**
- ✓ **sensitization and qualification in handling conflicts in public spaces**

# Focus: Gärtnerplatz, Müllerstrasse



# Main topic: late-night partying



Foto: © Oliver Bodmer

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## Target groups:

neighbours, partying people, pub owners, municipal administration

## Topics:

night time quiet, waste, indiscriminate urination

## Projekt Gärtnerplatz:

- a team of two conflict managers, Fridays and Saturdays from 23pm to 4am, from May to middle of September, mostly by freelancers
- Offer of telephone contact for neighbours
- Round tables once a year

## Projekt Müllerstraße:

- Moderation and coordination involving all affected parties; monitoring activities to calm the situation;
- Testing has shown that nighttime presence of conflict managers is not an effective method because people just pass by

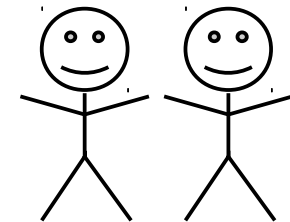


# Dialog based activities

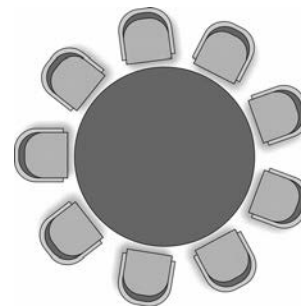
- **Questioning at Gärtnerplatz of neighbours, users, pub owners**



- **Presence of conflict managers**



- **Round Tables**



# Critical questions

- 1. Who defines,**
  - what is reasonable,
  - what has to be tolerated
  - who has to adapt?
- 2. How to maintain inclusivity and neutrality when requests and work orders typically come from the “stronger“ party?**
- 3. What can be achieved by dialogue-based activities?**

# What is reasonable?

**Analysis of the conflict: degree of escalation, scope and responsibility for the conflict**

**Further differentiation (parties, conditions etc.) in the example of nighttime partying:**

- **What is characteristic for the place?**
- **When does the stress occur? How long does it last?**
- **What exactly is stressful to me?**
- **Which activities have been tried already to find solutions? Were they successful? Why or why not?**
- **...**



# Multi-party vs. powerful parties

**“troublemaker“ und “disturbed person“ – who is more entitled to public space?**

**Different parties have different access to political power – that bears risk of distorted perceptions**

**=> Interveners/conflict managers should remember to reflect on their own attitudes and activities!**

# What can be achieved by dialogue-based activities?

- ✓ **“troublemakers“: meeting each other on the same level causes a cooperative and constructive atmosphere (helps to avoid “childish opposition“)**
- ✓ **disturbed person: change of perspective; how much do I really feel stressed? What could I do myself to improve the situation?**
- ✓ **makes possible empathy, realization of the needs of others**

# What can be achieved by dialogue-based activities?


- ✓ **Increases willingness of administrators and others to develop constructive ideas and activities;**
- ✓ **All parties involved are well informed and are able to make competent decisions**

**but:**

- x **it's hard to find good solutions when the conflict is about resources – cooperation of resource providers (for example, the community) is necessary!**
- x **Dialogue-based activities are not enough, but are essential for conflict-regulation**

# Measuring relevance, impact, efficiency and effectiveness of our activities:

- **Standardised reports by the conflict manager teams**
- **Reports from the police about their actions during the weekends**
- **Annual survey by standardised questionnaire in the neighbourhood**
- **Documentation of calls and e-mails from neighbours**
- **Tenor of press articles**



Thanks for your attention!