

## Approaches to different types of issues

The table below highlights some of the underlying causes to the issues you may face and how you might try to resolve these.

<b>Where the issue is due to ...</b>	<b>You should ...</b>	<b>By...</b>
Polarisation, mistrust and hostility	<p>Improve communication and understanding between the groups</p> <p>Promote greater tolerance and acceptance of diversity</p>	<p>Regular dialogue and opportunities to meet</p> <p>Celebrate diversity and different groups festivals or holy-days</p>
Incompatible positions and a zero-sum view of conflict	Assist in separating personalities from problems and issues, and be able to negotiate their interests rather than fixed positions	Find alternative spaces others than 'council floor' and debates in which to talk about and address the issues.
Unmet or frustrated "human needs" such as feeling insecure, unsafe, discriminated against, lack of participation or representation	Assist groups to identify and share their unmet needs and generate options for meeting those needs	Regular opportunities to meet and share their concerns with others, and to find solutions
Mis-communication or mis-understanding between groups	Weaken negative stereotypes by increasing knowledge of each culture/religion	Regular inter-faith/belief (and inter-cultural) events that celebrate diversity, challenge negative stereotypes and provide opportunities to find similarities and commonalities
Inequality (perceived or real)	Seek to resolve the inequality that exists, or where it is a perceived inequality work with the group to help them feel less discriminated against	<p>Involvement and representation</p> <p>Opportunities to talk about their perceived discrimination</p> <p>Mechanisms in place to respond to their concerns/requests</p>

