

Reducing disputes among experts (U)

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Résumé ou extrait : The aim of this report is to develop a conceptual framework for research leading to the development of an aid for conflict resolution between and among experts. The scientist is taken as a paragon and the use of method-strategies is considered. The general sources of disagreement among experts are also distinguished. A broad review of the conflict resolution literature is provided and reveals that there are two independent and apparently antithetical approaches (i.e., artificial intelligence-as opposed to-judgement/decision making) regarding conflict among experts. Cognitive Continuum Theory (CCT) is put forward as a general integrative theory that encompasses the complementary features of these two approaches to study expert judgement. CCT is reviewed as a foundation for generating hypotheses regarding: a) the type of dispute to be observed under various task conditions; b) the prediction of characteristics of different disputes, the course of disputes, and certain obstacles of conflict resolution; and c) the efficacy of different forms of conflict resolution aids. Recommendations and criteria are made for developing an aid for reducing conflicts among experts. Keywords: Decision Makings Social Judgement Theory; Intuitive and Analytical Cognition; Expert Systems: Cognitive Continuum Theory; Decision Aids

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