

# RESOLVING CONFLICT IN EVALUATION PRACTICE: STORIES AND SCARS FROM THE FIELD

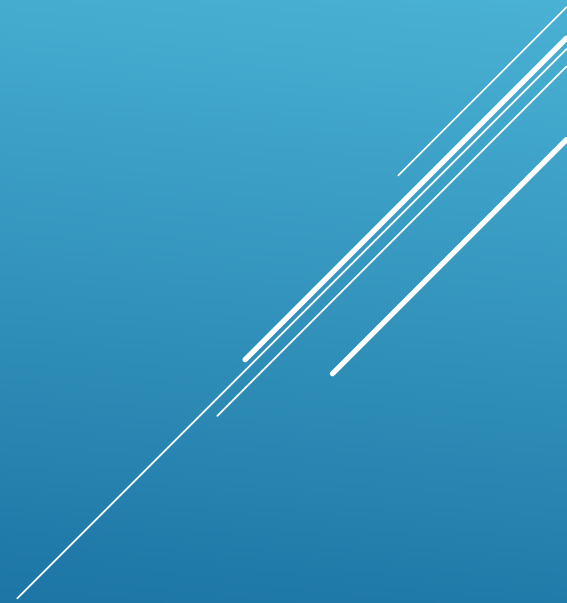
AES Fellows Forum

Rick Cummings – Murdoch University

Anthea Rutter – The University of Melbourne

John Owen - The University of Melbourne

## ▶ Introductions



# REGARDING CONFLICT – ISSUES FOR DISCUSSION

What is the nature of conflict in evaluation practice?

Why does conflict arise?

How can evaluators deal with conflict?

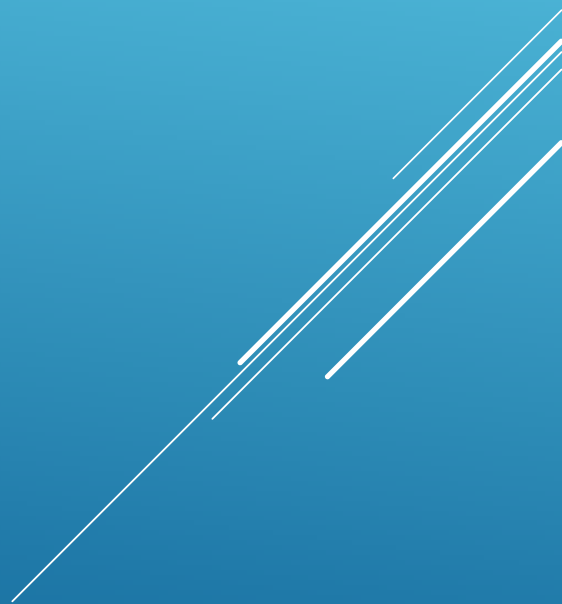
Is conflict resolution essential for evaluation success?

Limited attention to the issues of conflict in the evaluation  
literature

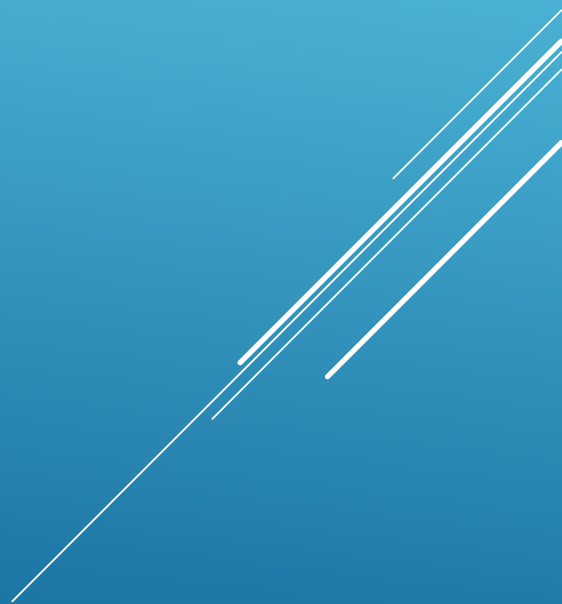
# CASE 1

- ▶ **WA Tough on Graffiti Strategy**
  - ▶ **Presenter: Rick Cummings**
  - ▶ **Commentator: Patricia Rogers**

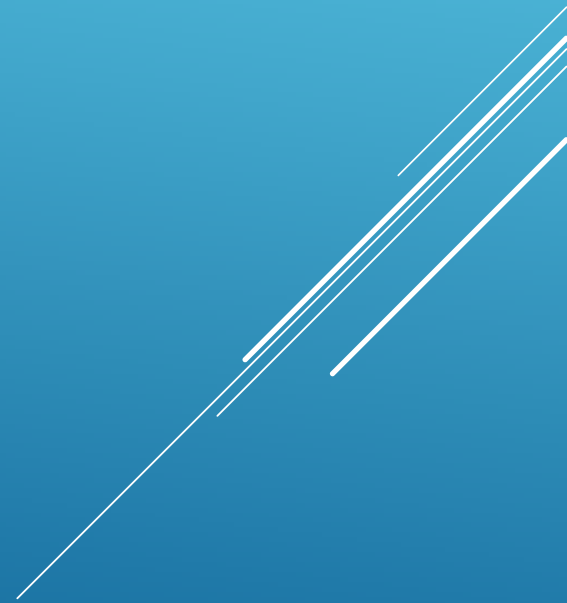
## CASE 2

- ▶ Performing Arts Program
  - ▶ Presenter: Anthea Rutter
  - ▶ Commentator: Scott Bayley
- 
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## CASE 3

- ▶ The Improving Schools Program
    - ▶ Presenter: John Owen
    - ▶ Commentator: Jenni Neale
- 
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## ▶ Questions and Discussion



# KEY DOCUMENTS RELATED TO CONFLICT IN EVALUATION

Weiss, Carol H. (1999)

The Interface Between Evaluation and Public Policy

Stevahn, Laurie and King, Jean A (2005)

Managing Conflict Constructively in Program  
Evaluation

Markiewicz, Anne (2005)

A Balancing Act: Resolving Multiple Stakeholder  
Interests in Program Evaluation

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