

Conflicts analysis using complexity sciences tools*

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The social impact of the ICT establish new forms of relationships among individuals, governs, enterprises, not only between these three levels interactions but also inside each group.

The IS dynamics and its impact in society requires to appeal to new paradigms. One of them is to accept that IS behaves as a complex systems (CS). One of the key characteristics of CS is to be prone to give rise to surprising, large-scale, seemingly uncontrollable, behaviors. Or in other words, to unforeseen behaviors which introduce uncertainty and risk, are responsible of an increase in stress and conflicts in human interactions. The present contribution is centered in conflict analysis using a dynamic and nonlinear Agent-bases or Multi-agent Model (MAS). In computerized, MAS simulations, agentes could be individuals, families, organizations, etc. Each agente obeys particular decision rules and interacts nonlinearly with each other and wich the environment.

The simulated results can shed lighth about how a particular conflict can evolved, avoinging routes which can lead to disruptive situations, choosing those one which reduce the conflict level of the problem under analysis.

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