

When worldviews collide:
Applying worldview conflict analysis in a conventional dispute resolution process

by

Nicole Smith
BA, St. Thomas University, 2006

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Supervisory Committee

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Nicole Smith
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Supervisory Committee

Dr. Lyn Davis, (School of Public Administration)
Supervisor

Dr. William Carroll, (Department of Sociology)
Outside Member

Abstract

Supervisory Committee

Dr. Lyn Davis, (School of Public Administration)

Supervisor

Dr. William Carroll, (Department of Sociology)

Outside Member

This thesis uses worldview conflict theory to examine an unsuccessful lobbying campaign of the Coalition for Change for Caregivers and Temporary Foreign Workers. Using Nudler (1990, 1993), Blechman, Crocker, Docherty, and Garon (2000) and Docherty (1996, 2001), a worldview conflict analysis was developed and applied to the campaign. This research addresses two questions: 1) Is communication between the parties being impeded by the negotiation of reality? 2) Could the application of a worldview conflict analysis show the parties a way to communicate without negotiating reality? Data collected from publically available documents (Coalition, Minister of Citizenship and Immigration Canada, and Minister of Human Resources and Skill Development Canada) were analyzed using content analysis, Lakoff and Johnson's (1980) metaphor analysis, and worldview conflict analysis. Similarities between the parties' worldviews (regarding what is valuable, construction and structure of the world, and enforcement of ethic) indicated ways they could communicate without negotiating reality.

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Glossary

Axiology – “What is valuable or important?” (Docherty, 2001 p. 52).

Background Information – “This stage is (...) intended to get a clear handle on the common problem they are in [the process] to address. (Chicanot & Sloan, 2010, p.34).

Blaming Language - Blaming language is language that indicates each party’s perception of the other (Docherty, 2001).

Common Ground - Common ground is a mutual understanding on which parties to a dispute resolution process base their negotiations (Fisher, Ury & Patton, 1991; Blechman, Crocker, Docherty, & Garon, 2000).

Content Analysis - Content analysis is the examination of texts, or documents, for patterns and themes within the language (Patton, 2002).

Conventional Dispute Resolution Processes - Conventional dispute resolution processes are dispute resolution processes that are ground in the principles of interest-based negotiations (Fisher, Ury & Patton, 1991).

Dispute Resolution Process - For the purposes of this research, I have defined a dispute resolution process as an informal or formal process experienced by two or more parties with the goal of addressing a dispute.

Dominant Worldview - A dominant worldview is the most powerful within any given level of social interaction (Docherty, 2001).

Epistemology – “How do we know about what is?” (Docherty, 2001 p. 52).

Ethic – “How should I or we act?” Docherty, 2001 p. 52).

Framing Language - Framing language is language that indicates either the parties’ perception of their own role within the dispute or their preferred outcome to the dispute resolution process (Docherty, 2001).

Interest-Based Negotiations – A method of negotiation that focuses on the parties’ interests instead of the parties’ positions (Fisher, Ury & Patton, 1991).

Lobbying - For the purposes of this research, lobbying has been defined as, “an organized attempt by members of the public to influence legislators” (Canadian Oxford Dictionary, 1998).

Marginalized Worldview – Marginalized worldviews are those worldviews that are less powerful than the dominant worldview within any given level of social interaction (Docherty, 2001).

Metaphor Analysis - Metaphor analysis is the examination of texts, or documents, for patterns and themes within the metaphoric language (Lakoff and Johnson, 1980).

Metaphoric Language - “Metaphoric language is a linguistic marker for analogical thought processes through which people, individually and collectively, explain the world and guide their actions” (Docherty, 1996, p. 193).

Naming Language - Naming language is language that indicates each party’s perception of the issue at the core of the dispute (Docherty, 2001).

Negotiating Reality - Negotiating reality happens when parties, confronted by a different or opposing worldview, each attempt to convince the other that their worldview is incorrect (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

Ontology – “What is real or true?” (Docherty, 2001 p. 52).

Theory of World Order – “How is ‘the real’ organized?” (Docherty, 2001 p. 52).

Worldview – A Worldview is an individual’s or a group’s perception of reality (Nudler, 1990; Nudler 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

Worldview Conflict - Worldview conflicts occur when differing or opposing worldviews come into contact (Nudler, 1990; Nudler 1993; Docherty, 2001).

Worldview Conflict Analysis - Worldview conflict analysis is a form of analysis that can be applied in conventional dispute resolution processes to address the worldview conflicts Nudler, 1990; Nudler 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty).

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Dedication

This thesis is dedicated to my family. It is because of who you are and what you do that I am able to be who I am and do what I do. I love you.

Chapter 1

Introduction

The purpose of this chapter is to introduce the topic of my thesis. To begin, I will explain the purpose of the research undertaken for this thesis. I will then present my research questions and the research design that was developed for this thesis, including the case study I have chosen to examine. Following that, I will explain my personal connection to this research. Finally, I will explain the significance of this research for the field of dispute resolution.

Purpose for the Research

Worldviews are an individual's or group's perception of reality. They are the framework through which people understand and interact with the world (Nudler, 1990; Nudler 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).
Worldview conflict theory was developed to bring the concept of worldview into the field of dispute resolution (Nudler, 1990; Nudler 1993; Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). When differing or opposing worldviews come into contact, worldview conflicts can occur, because the individual's or group's subjective realities, which they each believe to be the ultimate truth, conflict (Nudler, 1990). When worldview conflicts occur, communication between the parties to the affected dispute resolution process becomes impeded (Nudler, 1990; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). The primary goal of worldview conflict theory is to develop a method of analysis to address worldview conflicts in affected dispute resolution processes.

Conventional dispute resolution processes are dispute resolution processes that are grounded in the principles of interest-based negotiations (Fisher, Ury & Patton, 1991). In conventional dispute resolution processes, practitioners are discouraged from addressing disputes between deeply held beliefs, such as worldviews (Fisher, Ury & Patton, 1991; Avruch, 2001; Docherty, 2001). Disputes between deeply held beliefs are believed to be un-resolvable in negotiation-based processes, because deeply held beliefs are thought to be non-negotiable (Fisher, Ury & Patton, 1991). By not addressing these disputes, however, practitioners are privileging the dominant deeply held belief in that dispute resolution process. As a result, worldview conflicts are typically left unaddressed in conventional dispute resolution processes and peripheral worldviews are marginalized (Avruch, 2001; Docherty, 2001).

Leaving worldview conflicts unaddressed has the negative effect on dispute resolution processes of leading the parties to negotiate reality (Docherty, 2001). Negotiating reality happens when the parties, confronted by a different or opposing worldview, each attempt to convince the other that their worldview is incorrect (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). The parties are attempting to negotiate what is the true worldview. Since worldviews, though subjective, are real for the individuals or groups who hold them, they cannot be negotiated. As a result, attempting to negotiate reality in a dispute resolution process leads to impeded communication between the parties (Nudler, 1990; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

When communication between the parties to a dispute resolution process is impeded by the negotiation of reality it hinders their ability to reach resolution

(Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). Worldview conflict theorists have advocated for the development of a worldview conflict analysis, which could be applied in affected dispute resolution processes (Nudler, 1990; Nudler 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). Worldview conflict analysis should allow parties to communicate in the dispute resolution process without privileging either worldview. My purpose with this research was to develop a method of worldview conflict analysis from the foundation laid in previous worldview conflict theory research and apply it to the worldview conflict in my case study.

Research Questions

For this thesis, I developed a method of worldview conflict analysis to apply in my case study of a conventional dispute resolution process. The two research questions that I used to guide this research are: (1) Is communication between the parties being impeded by the negotiation of reality? And (2) Could the application of a worldview conflict analysis show the parties a way to communicate without negotiating reality? With my first research question, I wanted to verify that a worldview conflict existed between the parties to the dispute resolution process in my case study. With my second research question, I sought to determine if the application of a worldview conflict analysis could help the parties to the dispute resolution process in my case study address their worldview conflict by communicating without negotiating reality.

Research Design

The research design for this thesis was built on the concept of worldviews as subjective perceptions of reality. To facilitate a focus on the subjective, I chose to use a case study as my research method. The research was designed within the social

constructivist research paradigm and with a constructivist methodology. I used deductive content analysis as my method of data collection and modeled the methods I employed after those used in previous worldview conflict research. Worldview conflict theory's foundation in constructivist methodology allowed me to develop and add these theory-specific methods of data collection into my research design. Finally, I applied the method of worldview conflict analysis developed for this research to the data in order to define the worldviews of the parties in my case study.

As my case study, I chose to use a lobbying campaign of the Coalition for Change for Caregivers and Temporary Foreign Workers (the Coalition). The Coalition, a collection of national, regional and local migrant workers' rights organizations formed to coordinate migrants' rights activities across Canada, undertook a lobbying campaign between October 9, 2009 and March 31, 2011 to stop the implementation of changes to the Temporary Foreign Worker Program (TFWP). The lobbying campaign was directed at the two Ministers who administer the program, the Minister of Citizenship and Immigration Canada and the Minister of Human Resources and Skills Development Canada (the Ministers).

On October 9, 2009, the Ministers announced four changes to the TFWP. With these changes, the Ministers planned to enhance their assessment of the genuineness of jobs offered to migrant workers, impose a two year ban on hiring through the TFWP for employers who violate the rights of migrant workers, publish the names of banned employers on the Department of Human Resources and Skills Development Canada website, and impose a four year term limit to TFWP contracts (Citizenship and Immigration Canada, 2009b). The Coalition launched their campaign in response

primarily to the imposition of term limits. The Ministers did not respond publically to the Coalition's lobbying campaign and it was ultimately unsuccessful. The changes took effect on April 1, 2011.

At first glance, because the Ministers did not respond publically to the Coalition's lobbying campaign, the campaign could appear not to be a dispute resolution process. For the purposes of this research, I have defined a dispute resolution process as an informal or formal process experienced by two or more parties with the goal of addressing a dispute. Using this definition, a lack of acknowledgement by the party in the dominant power position, which in this case is the Ministers, does not mean that the dispute resolution process does not exist. As such, the Coalition's lobbying campaign was a dispute resolution process because it was a formal process experienced by the Coalition and the Ministers with the goal of addressing the dispute over changes to the TFWP. I chose to use a lobbying campaign as my case study because of my own experience of worldview conflict during a lobbying campaign.

Personal Connection to the Research

In 2009, I returned to Canada from a year-long human rights internship in the Philippines. I was asked at that time to help coordinate a human rights lobbying campaign for a national church. The campaign focused on a dispute between the church and federal legislators over human rights and Canadian foreign policy. During the campaign, I watched lobbyists from various church partners attempt to communicate with the legislators about specific human rights issues. In the meetings, communication between the parties was so disjointed that it seemed as if the lobbyists and the legislators were speaking different languages. When we met with legislators on issues of Philippine

human rights, I felt frustration over our inability to communicate. I have since realized that our failure to communicate in these meetings was the result of an unaddressed worldview conflict between ourselves and the legislators. Having experienced the negative effects of worldview conflict on a dispute resolution process I felt compelled to work towards changing how worldview conflicts are addressed in conventional dispute resolution processes.

Significance of the Research

This research is significant for the field of dispute resolution, because it will expand the dispute resolution literature on worldview conflict theory. In previous worldview conflict research, theorists have examined dispute resolution processes to verify the existence of worldview conflicts and have determined that unaddressed worldview conflicts impede the communication of parties in a dispute resolution process (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). Past research has not gone so far, however, as to determine whether incorporating worldview conflict analysis into these dispute resolution processes could have improved communication between the parties. In this thesis, I have developed a method of worldview conflict analysis and examined whether incorporating that method into a dispute resolution process could help the parties to communicate without negotiating reality.

Conclusion

In this chapter, I have introduced my thesis topic and research design. In Chapter Two, I will detail worldview conflict theory's current place in the field of dispute resolution. I will also explain worldview conflict theorists' belief that worldview conflict analysis should be incorporated into affected dispute resolution processes. In Chapter

Three, I will provide background on the Coalition's lobbying campaign to stop the changes to the TFWP announced by the Ministers on October 9, 2009. In Chapter Four, I will describe in more detail the research design of this thesis and explain the methods of data collection and analysis that have been used. In Chapter Five, I will present the results of my research and provide an analysis of the data in order to answer my two research questions. Finally, in Chapter Six I will draw conclusions from the analysis and make recommendations for future worldview conflict research on the application of worldview conflict analysis.

Chapter 2 Literature Review

The purpose of this chapter is to provide a foundation in dispute resolution literature for this research on the application of worldview conflict analysis in a conventional dispute resolution processes. To do this, I will first explain the concept of worldview. I will then provide a background on worldview conflict theory. Following that, I will explain why worldview conflicts are typically left unaddressed in conventional dispute resolution processes. I will then explain the work that has been done by previous worldview conflict theorists on the possibility of using worldview conflict analysis to address worldview conflicts in conventional dispute resolution processes. Finally, I will explain how the research in this thesis will expand the literature on worldview conflict theory by looking at the application of worldview conflict analysis within a dispute resolution process.

Worldview

A worldview is an individual's or a group's perception of reality. These perceptions are socially constructed and are subjective to the individuals and groups who hold them. To say that worldviews are socially constructed means that they are developed through social interaction. As a result, worldviews are fluid and can change (Nudler, 1990; Nudler 1993; Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). If individuals and groups hold socially constructed, subjective worldviews, then there can be no presumed universal truths about what people believe or how people act.

Worldviews are invisible to the individuals and groups who hold them, because they are the givens by which those individuals and groups function. (Nudler, 1993; Docherty, 2001) “A common characteristic of [worldviews] (...) is the non-reflective, uncritical acceptance of the basic assumption on which they lie” (Nudler, 1990 p. 178). It is because worldviews are invisible that they can have such a detrimental effect on dispute resolution processes. People do not know that their perception of reality is a subjective worldview. They instead believe that their perception of reality is the truth about reality. As a result, when people are faced with a differing or opposing worldview they typically perceive that other worldview as an affront to what they believe to be true (Nudler, 1990; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

Worldview Conflict Theory

Worldview conflict theory was developed by Argentinean philosopher Oscar Nudler (1990, 1993) when he brought the concept of worldview into the field of dispute resolution. Nudler (1990, 1993) asked what might happen if multiple, subjective worldviews did coexist and could come into conflict. He called this kind of conflict worldview conflict (Nudler, 1990; Nudler 1990).

Worldview conflicts occur when differing or opposing worldviews come into contact (Nudler, 1990; Nudler 1993; Docherty, 2001). Worldviews can either reinforce or challenge one another when they come in contact. A worldview is reinforced when it comes into contact with the same or a similar worldview, validating that way of perceiving reality (Docherty, 2001). A worldview is challenged when it comes into contact with a differing or opposing worldview, putting into question that way of perceiving reality (Docherty, 2001). A challenge typically results in a dispute between

worldviews (Nudler, 1990; Docherty, 2001). Worldviews are challenged constantly through social interaction (Nudler, 1993).

Worldview conflicts can occur at any time between any individuals or groups who interact socially. Difference in worldview cannot be judged on apparent differences such as ethnicity, culture or religion. Though these differences can be indicative of different worldviews, worldview is not something that is always apparent on the surface (Nudler, 1993). “Worldviews are very basic entities – more basic, for example, than political ideologies. So, it is possible to find people with the same hierarchical theory of worldview in opposite political camps or vice versa, people with different world order theories in the same political camps” (Nudler 1993, p. 4). Worldviews are composed of an individual’s or group’s ontology, axiology, epistemology, theory of world order, and ethic. Differences between these basic elements are not easily perceived. As a result, anyone can experience a worldview conflict, even people from the same ethnic group, culture, or religion (Nudler, 1993).

The possibility of worldview conflicts occurring is exacerbated by the existence of dominant and marginalized worldviews. Docherty (2001) said that dominant worldviews are, “a worldmaking narrative that is blind to the existence of worldviewing” (p. 275). A dominant worldview is the most powerful within any given level of social interaction (Docherty, 2001). Marginalized worldviews, as a result, are those worldviews that are less powerful than the dominant worldview within any given level of social interaction (Docherty, 2001).

Worldview conflict theorists believe that the existence of conflicting worldviews has wide reaching implications for the field of dispute resolution. If worldviews are

coming into conflict, then the field of dispute resolution needs to develop a way to address this kind of dispute (Nudler, 1990; Nudler, 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

Worldview Conflicts in Conventional Dispute Resolution Processes

A primary concern in worldview conflict theory is that worldview conflicts are going unaddressed in conventional dispute resolution processes (Nudler, 1990; Nudler, 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). When a worldview conflict goes unaddressed in a dispute resolution process the parties are drawn into the negotiation of reality, which has a negative effect on the process (Docherty, 2001). When parties negotiate reality, each is attempting to convince the other that their worldview is incorrect (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). Negotiating reality impedes communication between the parties, because it stops them from moving beyond their dispute over reality.

In conventional dispute resolution processes, disputes between deeply held beliefs are recognized but not addressed (Fisher, Ury & Patton, 1991). Worldview conflicts, as a dispute between deeply held beliefs, as a result, are left unaddressed (Nudler, 1990; Fisher, Ury & Patton, 1991; Avruch, 2001; Docherty, 2001). Practitioners are discouraged from addressing disputes between deeply held beliefs, because these beliefs are considered to be non-negotiable (Fisher, Ury & Patton, 1991; Avruch, 2001; Docherty, 2001). Since negotiation is the foundation of most conventional dispute resolution processes, addressing disputes between non-negotiable beliefs would bring the process to an end. In conventional dispute resolution, practitioners are instead encouraged

to help the parties find common ground (Nudler, 1990; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

Worldview conflict theorists believe that worldview conflicts, by their nature, preclude parties from finding common ground. In conventional dispute resolution processes, it is assumed that parties will be able to find some common ground; a mutual understanding on which to base their negotiation (Fisher, Ury & Patton, 1991; Blechman, Crocker, Docherty, & Garon, 2000). “This (...) is often informed by the belief that all people and cultures either share common biological needs or subscribe to a rationality that transcends culture or other local factors” (Blechman, Crocker, Docherty, & Garon, 2000 p. 10). One of the principles of worldview conflict theory is, however, that there are no universals that transcend an individual’s or group’s subjective worldview. As a result, the prioritization of common ground in conventional dispute resolution processes marginalizes situations in which common ground cannot be found, such as situations of worldview conflict (Nudler, 1990; Blechman, Crocker, Docherty, & Garon, 2000).

To illustrate this point, Nudler (1990) used an image called the “the antelope/pelican ambiguous figure” (p. 180).



Figure 1 - The Antelope/Pelican Ambiguous Figure, Hanson (1965) (as cited in Nudler, 1990)

The basic image can be interpreted as either an antelope or a pelican. If, because of a difference in worldview, one party perceives the image to be an antelope and the other perceives it to be a pelican, no amount of effort will help the parties find a mutual understanding about the image on which to base their negotiation. Nudler (1990) believed, “[t]here is an antelope-world and a pelican-world and both stand within the limits of a given perspective. No party is just true, but true within a particular [worldview]” (p. 180). Attempting to find common ground in a situation where the parties exist in two different worldviews would be futile. As a result, attempting to find common ground in worldview conflicts is equally futile. A new method of analysis for addressing worldview conflicts in dispute resolution processes is thus necessary. Nudler (1990, 1993) suggested that a method of worldview conflict analysis could be developed to address worldview conflicts in conventional dispute resolution processes.

Worldview Conflict Analysis

Worldview conflict theorists envisioned worldview conflict analysis, not as a replacement for conventional dispute resolution, but as an additional form of analysis to be incorporated into conventional dispute resolution processes affected by worldview conflicts. Conventional dispute resolution processes continue to be effective for resolving disputes within the same or between similar worldviews. Disputes between worldviews, however, require a different level of analysis (Nudler, 1990; Docherty, 2001). To date, however, worldview conflict theorists have only defined worldview conflict analysis as a form of analysis that can be applied in conventional dispute resolution processes to

address worldview conflicts (Nudler, 1990; Nudler 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty).

After Nudler (1990, 1993) introduced the concept of worldview into the field of dispute resolution, a small amount of research was conducted using worldview conflict theory (Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). The primary focus of this research was to verify the existence of worldview conflict and to determine the effects of this kind of conflict on affected conventional dispute resolution processes (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). In the two works that applied worldview conflict theory to case studies of dispute resolution processes (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001), the researchers agreed with Nudler (1990, 1993) that a method of worldview conflict analysis should be developed in order to address worldview conflicts.

Blechman, Crocker, Docherty, and Garon (2000) and Docherty (2001) built on the philosopher's work to suggest aspects of what might become part of that worldview conflict analysis. In both studies, the researchers verified the existence of worldview conflict in their case studies through the existence of impeded communication between the parties (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). Docherty (2001) determined that parties experiencing a worldview conflict negotiate reality, and developed a method to analyze naming, framing, and blaming language for divergence to verify that negotiation. Both Blechman, et. al. (2000) and Docherty (2001) as well applied metaphor analysis to transcripts of the parties' dispute resolution process in order to gain insight into the parties' worldviews and used Nudler's (1993) five elements of

worldview (ontology, axiology, epistemology, theory of world order, and ethic) to outline the parties' worldviews. Metaphor analysis was also used in both studies.

Metaphor analysis has been suggested by all worldview conflict theorists as an avenue for viewing worldviews (Nudler, 1990; Nudler 1993; Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000). Metaphors, as cognitive tools, are a lens into individual's and group's worldviews (Nudler, 1990; Nudler, 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). Structural metaphors are metaphors in which "one concept is structured in terms of another" (Lakoff & Johnson, 1980 p.14).

Metaphorical language about war, money, and time are familiar structural metaphors (Lakoff & Johnson, 1980). Orientational metaphors are metaphors that "do not structure one concept in terms of another but instead organize a whole system of concepts with respect to one another" (Lakoff and Johnson, 1980, p. 14). These metaphors indicate spatial orientation, such as up-down or central-peripheral (Lakoff and Johnson, 1980). Metaphor analysis is the examination of texts, or documents, for patterns and themes within the metaphoric language (Lakoff and Johnson, 1980).

Patterns in metaphoric language can provide a glimpse into individual's and group's worldview by providing information about social and physical orientation, beliefs, and assumptions (Lakoff and Johnson, 1980; Nudler, 1990). "Metaphoric language is a linguistic marker for analogical thought processes through which people, individually and collectively, explain the world and guide their actions" (Docherty, 1996, p. 193). Nudler (1990) drew on the work of Lakoff and Johnston (1980) to determine that metaphors, as cognitive tools, are verbal manifestations of worldview. Both Blechman, et. al. (2000) and Docherty (2001) used metaphor analysis in their research to glimpse the

worldviews of the parties to the dispute resolution processes they were examining. In neither study, however, did the previous worldview conflict theorists attempt to develop or apply a method of worldview conflict analysis to their case studies.

The Method of Worldview Conflict Analysis Developed for this Research

For my thesis, I have decided to expand on previous worldview conflict research by applying worldview conflict analysis to a conventional dispute resolution process. To begin, I first replicated, to the extent possible, the process applied by Blechman, et. al (2000) and Docherty (2001) to verify the existence of a worldview conflict between the parties to my case study. I then built onto those works to develop a method of worldview conflict analysis that could be applied to my case study. The method of worldview conflict analysis that has been developed for this research is a process through which the worldviews of the parties to my dispute resolution process are defined and compared, in order to find the similarities in the party's worldviews that could allow them to communicate unimpeded.

Conclusion

In this chapter, I have provided a foundation in dispute resolution literature for my research. I first explained the concept of worldview and how worldviews can come into conflict. I then explained why worldview conflicts go unaddressed in conventional dispute resolution processes. Though disputes between deeply held beliefs are recognized in conventional dispute resolution processes, they are left unaddressed because they are believed to be non-negotiable. Practitioners are instead encouraged to help the parties find common ground on which they can base their negotiations. In this chapter, I have also explained why common ground cannot be found in worldview conflicts, and, as

such, why a new form of analysis is necessary to address worldview conflicts. Worldview conflict theorists believe that worldview conflict analysis should be applied in conventional dispute resolution processes affected by worldview conflict. Since a method of worldview conflict analysis has not yet been developed, with my research I will look at the application of worldview conflict analysis in a conventional dispute resolution process. In the next chapter, I will provide the background information necessary for understanding the case study to which I will apply this worldview conflict analysis.

Chapter 3

Background on the Coalition for Change for Caregivers and Temporary Foreign Workers' Lobbying Campaign

On October 9, 2009, the Minister of Citizenship and Immigration Canada, on behalf of himself and the Minister of Human Resources and Skills Development Canada, announced changes to the Temporary Foreign Worker Program (TFWP). In response to the announcement, the Coalition for Change for Caregivers and Temporary Foreign Workers (the Coalition) organized a lobbying campaign to prevent the implementation of those changes. I have chosen to use the Coalition's lobbying campaign as the case study for this research. The purpose of this chapter is to provide background for that case study.

In this chapter, I will provide background information on the Coalition's lobbying campaign to stop the implementation of the changes to the TFWP announced by the Ministers on October 9, 2009. First, I will define background information as it applies in the field of dispute resolution and explain the difficulty in providing background information in cases of worldview conflict. Then, to provide background information on this case study, I will begin by explaining the difference between Canada's economic immigration and migration systems. I will then explain the Temporary Foreign Worker Program (TFWP), the program that manages economic migration into Canada. Following that, I will provide details on the Low Skill Pilot Project, which was implemented in 2002 to expand the TFWP. The Pilot Project shifted the focus of Canada's migration system away from high-skilled migrant workers to low-skilled and unskilled migrant workers. The change in focus caused concern amongst the Coalition's member organizations.

Finally, I will describe the changes announced by the Ministers on October 9, 2009 and detail the lobbying campaign undertaken by the Coalition in response.

Background Information

In the field of dispute resolution, background information is typically decided upon by the parties before proceeding through the dispute resolution process. Background information is typically the first stage in conventional dispute resolution processes (Chicanot & Sloan, 2010). “This stage is.... intended to get a clear handle on the common problem they are in [the process] to address. (Chicanot & Sloan, 2010, p.34). When the parties decide on background information, it becomes the truth about the dispute. The belief that individuals and groups have subjective perceptions of reality precludes the possibility of determining one truth. In worldview conflict theory, practitioners would instead gather information directly from the parties to guarantee an authentic representation of each party’s truth (Nudler, 1990; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). If I were applying a worldview conflict analysis to a dispute resolution process as a practitioner, I would ask each party to provide their own perception of the background to the dispute. However, since I am not applying worldview conflict analysis as a practitioner, but researching this dispute resolution process through written material, it is necessary that I provide the background information here. As a result, the background provided in this chapter should be understood as having been filtered through my worldview and thus as subjective.

My experience living in the Philippines with families of migrant workers means that I approach the issue of migrant workers’ rights from a similar perspective as that of the Coalition. I lived and worked in the Philippines from January to December 2008 as a

human rights intern. During my year in the country, I met numerous Filipino families who were being supported financially by relatives working abroad. I saw friends brought to tears talking about how many years their parents had had to work outside of the country in order to pay for their university tuition. Others stoically explain that their parents had opted to remain in another country illegally and may never be able to come back to the Philippines. Having seen the consequences of migrant labour on a sending country, it is impossible for me not to have a position on the issue of migrant labour in Canada. I believe strongly that respect and protection for migrant workers' rights should be a priority in the Canadian migration system. As a result, my worldview should be assumed to be similar to that of the Coalition.

Immigration and Migration

Foreign nationals can work in Canada as either economic immigrants or as migrant workers. The categories differ in their authorized length of stay and in eligibility for permanent resident status. Being a permanent resident gives foreign nationals permission to stay in Canada, protection under the *Canadian Charter of Rights and Freedoms*, the ability to work anywhere in the country, and access to social services. After receiving permanent resident status, foreign nationals can apply for Canadian citizenship (Citizenship and Immigration Canada, 2010e).

Economic immigrants are selected to come to Canada based on a combination of skill level, work experience, education, and language proficiency (Citizenship and Immigration Canada, 2010a; Citizenship Immigration Canada, 2010c). Economic immigrants receive permanent resident status upon entry. In contrast, migrant workers, who are "...persons engaged in a paid activity in a state of which he or she is not a

national” (Elgersma, 2007 p. 1), are selected to come to Canada based on the country’s short term labour market needs. Migrant workers receive a work visa upon entry that allows them to stay in Canada only until the end of their employment contract. Most work visas issued to migrant workers tie them to a particular employer for the duration of their contract (Government of Canada, 2009). Contracts last a maximum of 24 months. Through contract renewals, many migrant workers have previously been able to stay in Canada for long periods of time. Despite their length of time in the country, however, most migrant workers are never eligible for permanent resident status.

Temporary Foreign Worker Program

Economic migration into Canada is managed through the TFWP. The program was created in 1973 to fill short term labour market needs in Canada (Nakache & Kinoshita, 2010). Originally the program filled positions classified as high skilled, requiring a university degree, college diploma or apprenticeship certificate (Human Resources and Skills Development Canada, 2010; Prism Economics and Analysis, 2010). Until recently, under the TFWP most migrant workers came into Canada for positions in the fields of engineering, academics, and business (Monsebraaten & Contenta, 2009; Khan, 2009). Previously, the only exceptions to the high skilled requirement were two distinct programs housed under the TFWP: the Live-in Caregiver Program and the Seasonal Agricultural Worker Program. For these two programs the skill-level criteria were lowered to match the specific labour market needs being filled by the migrant workers (Human Resources and Skills Development Canada, 2009; Citizenship and Immigration Canada, 2010b; Citizenship and Immigration Canada, 2011a). The Minister of Citizenship and Immigration Canada and the Minister of Human Resources and Skills

Development Canada, who jointly administer the TFWP, faced pressure from business to expand the TFWP to include other low-skilled and unskilled positions (Prism Economics and Analysis, 2010).

Low Skill Pilot Project

The Pilot Project for Hiring Foreign Workers in Occupations that Require Lower Levels of Formal Training (Low Skill Pilot Project) was launched in 2002 (Nakache & Kinoshita, 2010). The pilot project expanded the eligibility criteria for the TFWP to include positions classified as low-skilled, requiring only on-the-job training, and positions classified as unskilled, positions with no training requirements at all (Citizenship and Immigration Canada, 2009a; Human Resources and Skills Development Canada, 2010; Prism Economics and Analysis, 2010).

Shift from High Skilled to Low-skilled and Unskilled Migrant Workers

The implementation of the Low Skill Pilot Project shifted the focus of Canada's economic migration system away from high skilled migrant workers to low-skilled and unskilled migrant workers. Between 2002 and 2008 the number of migrant workers in the country rose from approximately 100,000 to 250,000 (Friesen, 2010). By the end of 2006, most migrant workers were employed in positions classified as low-skilled or unskilled (Elgersma, 2007; Friesen, 2000). Whereas previously migrant workers were filling professional positions, by 2006 most new positions were in the hospitality, service, and manufacturing industries (Monsebraaten & Contenta, 2009). The implementation of the Low Skill Pilot Project created two distinct classes of migrant workers in Canada.

The division between migrant workers is based, like the division between immigrants and migrant workers, on eligibility for permanent resident status. Though

high-skilled migrant workers who come into Canada through the TFWP are not eligible for permanent resident status under the program, most are able to stay in Canada as immigrants. Low-skilled and unskilled workers, however, ineligible for permanent resident status under the TFWP, are also typically ineligible for immigration. Migrant workers who come into Canada for low-skilled and unskilled positions typically do not meet the skill-level, education, experience, or language requirements for economic immigration. The only exceptions are migrant workers who become eligible through the Live-in Caregiver Program and the Provincial Nominee Program.

Low-skilled and unskilled migrant workers can become eligible for permanent resident status through the Live-in Caregiver Program and the Provincial Nominee Program. The Live-in Caregiver Program grants permanent resident status to all participating migrant workers who meet certain health criteria at the end of their 24-month caregiver contracts (Citizenship and Immigration Canada, 2010b; Citizenship and Immigration Canada, 2011a). The Provincial Nominee Program grants provincial governments the ability to nominate low-skilled or unskilled migrant workers for permanent resident status under the program, but only those who fill identified long term labour market needs in that province (Citizenship and Immigration Canada, 2008). Migrant workers who are in Canada under the Low Skill Pilot Project, however, cannot easily transfer to the Live-in Caregiver Program and rarely fill positions identified as long term labour market needs by provincial governments. As a result, low-skilled and unskilled migrant workers rarely qualify even for the exceptions for eligibility for permanent resident status.

Migrant Workers' Rights Advocates

Migrants' rights advocates viewed the implementation of the Low Skill Pilot Project as a significant shift in Canadian immigration policy (Friesen, 2010). Whereas before migrant workers came into Canada in small numbers for professional positions, expanding the TFWP to include low-skilled and unskilled workers encouraged employers to bring migrant workers to Canada by the thousands to fill poorly paid, undesirable positions (Friesen, 2010; Monsebraaten & Contenta, 2009). The low education levels and lack of language proficiency of most low-skilled and unskilled migrant workers, added to their position in low-levels jobs, leaves them more vulnerable to exploitation and human rights abuse than their high skilled counterparts. Since 2002, migrants' rights advocates have been lobbying the Ministers to change the eligibility criteria for permanent resident status, and make eligible all low-skilled and unskilled migrant workers who complete employment contracts in Canada. They believe that this change would give migrant workers access to vital educational and protective social services and would remove the fear of deportation that makes them most susceptible to abuse (Monsebraaten & Contenta, 2009). As well, allowing migrant workers to stay in Canada would acknowledge the role they have played in the Canadian economy. The demands of migrants' rights advocates, however, came up against a changing economic landscape.

At the end of 2008, as a result of the economic downturn, Canada's need for migrant workers decreased. By the beginning of 2009, the Minister of Human Resources and Skills Development Canada began actively encouraging employers seeking contracts through the TFWP to hire Canadian workers instead of migrant workers (Monsebraaten & Contenta, 2009). Consequently, within the first three months of 2009, 25% fewer new

TFWP contracts were approved than had been approved in the same period in 2008 (Friesen, 2000). As well, in 2009 high numbers of low-skilled and unskilled migrant workers were laid-off or denied the renewal of their contracts. As a result, numerous migrant workers lost their source of income and were required to return home. Migrants' rights advocates believed that the summary dismissal of thousands of migrant workers was unfair (Monsebraaten & Contenta, 2009; Friesen, 2010).

Changes to the TFWP Announced on October 9, 2009

The Minister of Citizenship and Immigration Canada on behalf of himself and the Minister of Human Resources and Skills Development Canada announced additional changes to the TFWP on October 9, 2009. The changes were framed as measures being put into place to protect the rights of migrant workers. The announced changes included an increased assessment by the Department of Human Resources and Skills Development Canada of the genuineness of job offers before the issuance of employment contracts, a two year ban on hiring through the TFWP for employers who violate the rights of migrant workers, the publication of the names of banned employers on the Department of Human Resources and Skills Development Canada website, and a four year term limit to TFWP contracts. Migrant rights advocates viewed the first three changes as insufficient to protect the rights of migrant workers and viewed the term limits as another step towards instability and abuse for most migrant workers (Monsebraaten & Contenta, 2009; Friesen, 2010).

Migrant workers' rights advocates were most concerned with the announcement of term limits to TFWP contracts. As a result of the term limits, TFWP contracts would be prohibited from lasting longer than four years and would not be open for renewal,

taking job security away from migrant workers. After completing a contract, foreign nationals would be required to wait six years before applying again to work in Canada, barring them from higher Canadian wages (Monsebraaten & Contenta, 2009; Friesen, 2010). As a result of these concerns, the term limits became the primary focus of the Coalition's lobbying campaign.

The Coalition's Lobbying Campaign

The Coalition is a collection of national, regional and local migrant workers' rights organizations formed to coordinate migrants' rights activities across Canada. (A full list of the Coalition's member organizations can be found in Appendix A). The Coalition organized its lobbying campaign to stop the implementation of the changes to the TFWP immediately following the Ministers' announcement on October 9, 2009. The Coalition called for the Ministers to stop the implementation of the changes until a thorough review of the TFWP could be undertaken (Workers Action Centre, n.d.a; Bonnar, 2009; Ramsaroop & Goutor, 2010). On November 6, 2009, the Coalition released a petition condemning the changes signed by all of its member organizations (Coalition for Change for Caregivers and Temporary Foreign Workers, 2009). At the same time, it initiated a letter writing campaign directed at the Ministers (Canadian Council for Refugees, n.d.). On December 2, 2009 a National Day of Action was organized with rallies in Toronto, Montreal, Ottawa, and Guelph to protest the changes (Bonnar, 2009). During the campaign, material condemning the changes was also published on the member organizations' websites (Coalition for Change for Caregivers and Temporary Foreign Workers, 2009; Good Jobs for All, 2009; No One is Illegal – Toronto, 2009; Ramsaroop, 2009; UFCW Canada, n.d.a; Workers Action Centre, n.d.a; Workers Action

Centre, n.d.b). A second large protest action, the Thanksgiving Pilgrimage for Freedom, was held on October 13, 2010. The pilgrimage consisted of a 50 km walk from Windsor, Ontario to Leamington, Ontario (Ramsaroop & Goutor, 2010). At no point during the campaign, however, did the Ministers address the Coalition in their written material regarding the changes to the TFWP. The campaign, which continued until March 31, 2011, was not successful. The term limits and other changes to the TFWP announced by the Ministers on October 9, 2009 took effect on April 1, 2011.

Conclusion

In this chapter, I have provided background on the Coalition's lobbying campaign to stop the implementation of the changes announced to the TFWP by the Ministers on October 9, 2009, which is the case study I have chosen to examine for this research. To begin, I explained the role that background information plays in the field of dispute resolution, and why that that role changes in cases of worldview conflict. I then began by providing an explanation of the difference between economic immigration and migration into Canada. I also described the TFWP and the Low Skill Pilot Project, which expanded the TFWP in 2002 to include low-skilled and unskilled migrant workers. The implementation of the pilot project was viewed by migrants' rights advocates as a shift in Canadian immigration policy away from high skilled migrant workers to low-skilled and unskilled migrant workers. In this chapter, I also described the changes to the TFWP announced by the Ministers on October 9, 2009 and the lobbying campaign initiated by the Coalition in response. The Coalition's campaign focused primarily on the application of term limits to the TFWP and ran unsuccessfully until the implementation of the

changes on April 1, 2011. In Chapter Four, I will describe my research design and the methods that I used to collect data on the worldviews of the Coalition and the Ministers.

Chapter 4 Methodology

In this chapter, I will explain the overall research design for my thesis. First, I will explain the foundations of this research design by describing my research paradigm, methodology, and use of a case study. I will then describe the application of this research design by explaining my research questions, process for data collection and methods of analysis.

Foundations of the Research Design

To begin this chapter, I will describe the theoretical foundations of my research design. First, I will explain how my adherence to the social constructivist research paradigm affected my research design. I will then explain why I chose to use a constructivist methodology. Finally, I will explain my choice to conduct this research using a case study and describe the case study that I chose to examine.

Research Paradigm

Patton (2002) said that a research paradigm is “a way of thinking about and making sense of the complexities of the real world” (p. 69). A research paradigm is the lens through which a researcher sees the world, and is the foundation of the assumptions that they bring into their work (Creswell, 2009; Patton, 2002). By articulating which research paradigm they work within, researchers can better understand how their way of thinking about and making sense of the world affects their research (Creswell, 2009; Patton, 2002). I situate myself within the social constructivist research paradigm.

The social constructivist research paradigm believes that individuals create meaning out of their experiences, in order to understand the world. This meaning is

socially constructed (Creswell, 2009). As a result, within the social constructivist research paradigm the world is composed of many different meanings, or subjective perceptions of reality. “These meanings are varied and multiple, leading the researcher to look for the complexity of views” (Creswell, 2009 p.8). . Since the intention of my research is to examine the complexity of the meanings, or the subjective perceptions of reality, of the parties in my case study, the research in this thesis employs the fundamental concepts of the social constructivist research paradigm.

Methodology

Constructivist methodology fits within the social constructivist research paradigm because the methodology is also founded on the assumption that subjective perceptions of reality exist and are socially constructed. Researchers who use this methodology believe that these subjective perceptions of reality are true reflections of reality for the people who hold them (Creswell, 2009). As a result, to assure the authenticity of data collected about socially constructed realities, researchers using a constructivist methodology gather information directly from the individuals and groups who construct those realities (Denzin & Lincoln, 2000). In this research, I employed a constructivist methodology and collected data directly from documents published by the two parties in my case study to ensure the authenticity of that data.

Worldview conflict theory is itself grounded in the social constructivist research paradigm and constructivist methodology. Worldview conflict theory is founded on the assumption that worldviews are reinforced and challenged through social interaction, resulting in the existence of multiple different worldviews at all times (Nudler, 1990; Nudler 1993; Docherty, 2001, Creswell, 2009). As well, worldview conflict theorists

believe that metaphors can be examined as a lens into an individual's or group's worldview (Nudler, 1990; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). This belief is grounded in the constructivist understanding of language as the way that people socially construct their realities (Nudler, 1990, Denzin & Lincoln, 2000, Creswell, 2009). Applying a methodology already inherent in worldview conflict theory allowed me to apply both constructivist and worldview conflict theory-specific methods of data collection in my case study.

Case Study

A case study is a research method used commonly in conjunction with a constructivist methodology. A case study can be intrinsic, undertaken to learn about the case itself, or instrumental, undertaken to learn about a broader issue by generalizing lessons learned about the specific case (Denzin & Lincoln, 2000). My purpose for using a case study in this research was intrinsic. Through this thesis, I intended to learn how the application of the method of worldview conflict analysis that I developed for this research could help the parties in my case study to communicate without negotiating reality. The defining element of a case study is that it is bound by specific elements (Stake, 2000). For this research, I bound my case study by time and subject matter.

The case study that I chose for this research was a lobbying campaign of the Coalition for Change for Caregivers and Temporary Foreign Workers (the Coalition) and the response of the responsible Ministers, which I bound in time between October 9, 2009 and March 31, 2011. The Coalition organized their lobbying campaign in response to an October 9, 2009 announcement made by the Minister of Citizenship and Immigration Canada and the Minister of Human Resources and Skills Development Canada (the

Ministers) of changes to the Temporary Foreign Workers Program (TFWP). The changes were to take effect on April 1, 2011. October 9, 2009 was chosen as the start date for this case study, because the Coalition initiated their lobbying campaign to stop the implementation of the changes in response to the Ministers' announcement on that day. March 31, 2011 was chosen as the end date for this case study because it was the last day of the Coalition's lobbying campaign before the Ministers implemented the changes to the TFWP on April 1, 2011. I also bound my case study in subject matter to the specific changes to the TFWP that were announced on October 9, 2009.

The Coalition and its member organizations have lobbied the Ministers on migrant workers' rights issues on other occasions, making it necessary for me to bind the case study by subject matter to the changes to the TFWP that were announced on October 9, 2009. As a collection of national, regional and local migrant workers' rights organizations, the Coalition was formed to facilitate the coordination of the migrants' rights activities across Canada (Workers Action Centre, n.d.a). Through its member organizations, the Coalition participates in a broad range of lobbying campaigns every year (Workers Action Centre, n.d.a; Workers Action Centre, n.d.b) (a full list of the Coalition's member organizations can be found in Appendix A). Though many of the Coalition's lobbying campaigns relate to the TFWP, each lobbying campaign is a distinct dispute resolution process. To isolate my research to the dispute resolution process initiated by the Coalition on October 9, 2009, I bound my case study to the Coalition's lobbying campaign to stop the implementation of the changes to the TFWP that were announced on October 9, 2009. It was to this case study that I applied my research design.

For the purposes of this research, I have also chosen to define the Ministers and the Coalition both as single parties to the dispute resolution process. I chose to consider the Ministers as a single party, despite there being two of them, because they administer the TFWP jointly. I chose to consider the Coalition as a single party, despite it being composed of numerous member organizations, because its member organizations spoke with one voice during the lobbying campaign. As a result, I was able to design my research around a dispute resolution process with two single parties.

Application of Research Design

In this chapter, I will also describe how I applied my research design. First, I will state my research questions. I will then explain why I used content analysis as the method of data collection to answer these research questions. I will also explain how I selected the documents that were used for content analysis. Following that, I will describe how the content analysis was performed and explain how the data collected was analyzed to verify the existence of a worldview conflict during the Coalition's lobbying campaign. Next, I will explain why I used a smaller number of documents to answer my second research question than I did to answer my first research question. I will then explain the process that I used to select the reduced number of documents. Following that, I will describe the method of worldview conflict analysis that I developed for this research. I will then explain how that method of worldview conflict analysis was applied to define the parties' worldviews. Finally, I will explain how I compared those definitions to determine what similarities exist between the parties' worldviews that could allow them to communicate without negotiating reality.

Research Questions

The research questions that I developed for this thesis focused first on verifying that a worldview conflict existed between the Coalition and the Ministers during the Coalition's lobbying campaign, and secondly on whether the application of a worldview conflict analysis to the campaign could show the Coalition and the Ministers a way to address their worldview conflict through communication. To verify that a worldview conflict existed in my case study, I asked: 1) Is communication between the parties being impeded by the negotiation of reality? To determine if the application of a worldview conflict analysis could improve communication between the parties, I asked: 2) Could the application of a worldview conflict analysis show the parties a way to communicate without negotiating reality? To answer my research questions, I first applied content analysis and then the method of worldview conflict analysis that I developed for this research.

Question One: Is communication between the parties being impeded by the negotiation of reality?

To answer my first research question, I used deductive content analysis. Content analysis is the examination of texts, or documents, for patterns and themes within the language (Patton, 2002). These patterns and themes are used to gain information about the individual or group who produced the documents (Patton, 2002). In deductive content analysis these patterns and themes are pre-determined (Patton, 2002). Previous worldview conflict research has shown that specific patterns in language indicate the existence of a worldview conflict (Nudler, 1990; Blechman, Crocker, Docherty, & Garon,

2000; Docherty, 2001; Patton, 2002). As a result, content analysis was the most applicable method of data collection to use to answer my first research question.

Document selection.

For this research, I did not have access to the same kinds of documents that were used for analysis in previous worldview conflict research. In the two worldview conflict studies that have been conducted to date, content analysis was applied to transcripts of dispute resolution processes affected by worldview conflicts or transcripts of interviews conducted with parties to dispute resolution processes affected by worldview conflicts (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). For my case study, transcripts of the dispute resolution process were not available. Face-to-face interactions of the Coalition and the Ministers during the Coalition's lobbying campaign would not have been recorded. For my case study, transcripts of interviews conducted with the parties to the dispute resolution process were also not available. Due to time and resource restrictions of my research, I was also not able to systematically interview the member organizations of the Coalition or the two Ministers. It was necessary, as a result, to find an alternative source of information for this research through which I could examine the parties' use of language.

In this research, I analyzed publicly available documents published by the Coalition and the Ministers on the internet. Internet research revealed the existence of documents published by each party that fit within the bounds of my case study. A thorough examination of the websites of the Coalition's member organizations provided me with documents that could be used to represent the Coalition. Finding the documents on or linked to the member organizations' websites verified for me that the documents

were authentic, having been published and disseminated by the member organizations. A thorough examination of the Ministers' departmental websites provided me with documents that could be used to represent the Ministers. Finding the documents on the websites of the Department of Citizenship and Immigration Canada and the Department of Human Resources and Skills Development Canada verified for me that the documents were authentic, having been published and disseminated by the Ministers. From these websites, I collected campaign and communication documents. Lobbying campaign and communication documents from the Coalition's member organizations included petitions, action notices, and statements. Communication documents from the Ministers' departments included webpages, press releases, and backgrounders.

The documents collected to represent the Coalition were selected based on date, subject matter, and adherence to the definition of lobbying chosen for this research. Documents were selected initially on the basis that they were dated within the time frame of the case study. All of the documents selected, as a result, had to have been published between October 9, 2009 and March 31, 2011. Five documents were selected at this stage despite being undated. These documents were selected because the material contained within them indicated that they were published within the proper time frame, three immediately following the October 9, 2009 announcement and two immediately after the December 2, 2009 National Day of Action. I determined, as a result, that they fit within the first criterion for selection. Secondly, documents were selected that related specifically to the Coalition's lobbying campaign to stop the implementation of the changes to the TFWP that were announced on October 9, 2009. Documents relating to the Coalition's other lobbying campaigns were excluded as outside the bounds of the case

study. Finally, documents were selected based on their adherence to the definition of lobbying chosen for this research.

To determine which of the Coalition's documents are in adherence with the definition of lobbying chosen for this research, I first had to define lobbying. Lobbying is defined in the *Lobbying Act* as the communication with legislators that must be reported to the Office of the Commissioner of Lobbying (*Lobbying Act*, 1985; Office of the Commissioner of Lobbying, 2010). The *Lobbying Act* specifies that any communication with legislators in regards to:

the development of any legislative proposal [...], the development of any Bill or resolution [...], the making or amendment of any regulation [...], the development or amendment of any policy or program [...], the awarding of any grant, contribution or other financial benefit [...], or the awarding of any contract [...]"

must be reported to the Office of the Commissioner of Lobbying (*Lobbying Act*, 1985). Communications with legislators about subject matters that are not included on this list are excused from reporting. As well, unpaid communication with legislators, regardless of subject matter, is excused from reporting. This means that any communication with legislators that falls outside of the list of subject matters in the Act or that is unpaid is not considered lobbying under Canadian law.

Though I had intended to use the legal definition of lobbying in this research, the exceptions in the Act made it inapplicable. If I were to define lobbying for this research using the *Lobbying Act*, most of the Coalition's lobbying and communication documents would have to have been excluded as communications excused from reporting under the Act. Though all of the Coalition's communication with the Ministers during the campaign pertained to the proposed changes to the TFWP, most also included broader

concerns about migrant workers' rights in Canada that could lead to their exclusion. As well, most of the Coalition's member organizations are volunteer-based. As a result, the majority of the documents collected to represent the Coalition in this research would be excluded as unpaid communication with legislators. As a result, I chose to set aside the legal definition of lobbying and instead define lobbying using a dictionary definition that would allow for the inclusion of all of the documents collected to represent the Coalition. For the purposes of this research, lobbying has been defined as, "an organized attempt by members of the public to influence legislators" (Canadian Oxford Dictionary, 1998).

Documents collected to represent the Coalition had to meet the definition of lobbying set out above. To meet this criterion, documents had to have been published as a part of, "an organized attempt by members of the public to influence legislators" (Canadian Oxford Dictionary, 1998). In my case study, that means that documents had to be published as part of the campaign by one of the Coalition's member organizations or a representative of one of the Coalition's member organizations. Documents collected to represent the Ministers could not be judged, however, on their adherence to the definition of lobbying.

The documents collected to represent the Ministers were selected based on date, subject matter, and author. The documents were selected initially on the basis that they were dated within the time frame of the case study. All of the documents selected, as a result, had to have been dated between October 9, 2009 and March 31, 2011. Since many of the Ministers' documents are webpages, "last modified" dates were used to date many of the documents. Secondly, documents were selected that related specifically to the changes that the Ministers announced to the TFWP on October 9, 2009. Finally, since the

Ministers, as the legislators being lobbied by the Coalition, cannot themselves adhere to the definition of lobbying; I instead selected their documents based on author. All of the documents selected, as a result, had to have been published by the departments of the Ministers being lobbied by the Coalition.

Since all of the documents that were collected to represent the Coalition and the Ministers were publicly available on the internet, Research Ethics Board (REB) approval was not necessary for my research. As per the Tri-Council Policy Statement and the University of Victoria's Human Research Ethics Board, publicly available material is exempt from requiring ethics approval (Interagency Advisory Panel on Research Ethics, 2010; University of Victoria Research, n.d.).

Content analysis.

To answer my first research question, I examined the documents collected to represent the Coalition and the Ministers for divergent naming, framing, and blaming language. Naming language is language that indicates each party's perception of the issue at the core of the dispute (Docherty, 2001). An example of naming language from the documents collected to represent the Coalition would be, "Regulations introduced on October 9, 2009 essentially deny the right of full status to temporary migrant workers" (No One is Illegal – Toronto, 2009). Framing language is language that indicates either the parties' perception of their own role within the dispute or their preferred outcome to the dispute resolution process (Docherty, 2001). An example of framing language that indicates a party's perception of their own role from the documents collected to represent the Ministers would be, "The Government of Canada is taking further action to strengthen the protection of temporary foreign workers" (Citizenship and Immigration

Canada, 2009b). An example of framing language that indicates a party's preferred outcome to the dispute resolution process from the documents collected to represent the Coalition would be, "We call on the government to scrap these proposed amendments immediately and ensure real protection and justice for migrant workers" (Coalition for Change for Caregivers and Temporary Foreign Workers, 2009). Blaming language is language that indicates each party's perception of the other (Docherty, 2001). An example of blaming language from the documents collected to represent the Coalition would be, "Indeed, over the last decade both federal and provincial governments have quietly implemented a fundamental and entirely regressive transformation in immigration policy" (Ramsaroop & Goutor, 2010). Divergent naming, framing, and blaming language indicates that the parties to a dispute resolution process are negotiating reality. When parties' communication is impeded by the negotiation of reality, it indicates that they are experiencing a worldview conflict (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). Divergent naming, framing and blaming language can be used, as a result, to verify that a worldview conflict existed between the parties to the dispute resolution process.

To find patterns of naming, framing, and blaming language in the documents that were collected to represent the Coalition and the Ministers, I applied deductive content analysis. To begin the process of content analysis, I coded the documents that were collected to represent each party using a different colour to indicate the three different kinds of language. After coding the documents, I examined how each party used their naming, framing, and blaming language. I also recorded the number of examples of naming, framing, and blaming language used in each document. These numbers were

compiled into a total number of examples of the three kinds of language used in each collection of documents. How the parties used their language, as well as the total number of examples of naming, framing, and blaming language were compared for divergence. These comparisons were then analyzed to verify if a worldview conflict existed between the Coalition and the Ministers during the Coalition's lobbying campaign.

Question Two: Could the application of a worldview conflict analysis show the parties a way to communicate without negotiating reality?

My second research question asked: Could the application of a worldview conflict analysis show the parties a way to communicate without negotiating reality? To answer my second research question, I used the method of worldview conflict analysis that I developed for this research. Worldview conflict analysis is a theory-specific form of deductive content analysis that employs metaphor analysis to look for predetermined patterns in texts. As a result of the time-intensive nature of metaphor analysis, before proceeding to worldview conflict analysis, I chose to reduce the number of documents originally collected to represent the Coalition and the Ministers.

Document reduction.

Metaphor analysis is more time intensive than the content analysis applied to the documents to answer my first research question. In order to assure a thorough metaphor analysis, I chose to reduce the number of documents used for worldview conflict analysis to half that of the number used to answer my first research question. Two of the documents that were collected to represent the Coalition were set aside immediately as unsuitable for metaphor analysis. The first document was *Scrap Amendments to the TFW Program*, a statement published by Migrant – Alberta. (A full list of the Coalition's

member organizations can be found in Appendix A.) Migrante is a Philippine migrant workers' rights organization. Due to my experience in the Philippines, I could tell that this document had been written by a Philippine member of the organization with second-language English skills. Though I had not been concerned that the use of a second language by the author would affect my ability to code the document for naming, framing, and blaming language, I was concerned that it would affect my ability to code for metaphoric language. The second document that was set aside was *No Thanksgiving for Migrant Workers*. This article was written by a member of Justicia 4 Migrant Workers and a journalist. Since I was unable to find any connection between the journalist and any Coalition member organization, I could not determine if the metaphoric language in the article fully represented the Coalition. To reduce the number of documents further without reducing the likelihood of finding metaphoric language, I calculated which of the documents used to answer my first question had the most naming, framing, and blaming language relative to its total lines of text. In cases where the quantity of naming, framing and blaming language was exactly or almost exactly the same in relation to the total lines of text, I selected the document that would add the most detail to my representation of the Coalition or the Ministers. At the end of this selection process, I had chosen five documents from each party to use to answer my second research question.

Worldview conflict analysis.

In previous worldview conflict theory research, a method of worldview conflict analysis was never developed. As a result, to proceed with this research, I had to develop a method of worldview conflict analysis that could be applied in my case study. I based this method for worldview conflict analysis on the foundation found in previous

worldview conflict theory research (Nudler, 1990; Nudler, 1993; Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

When worldview conflicts go unaddressed in dispute resolution processes, communication between the parties becomes impeded by the negotiation of reality (Nudler, 1990; Nudler, 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). This impeded communication hinders the parties' ability to reach a resolution (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). As a result, I believe that for parties experiencing a worldview conflict to reach resolution they have to communicate without negotiating reality. Worldview conflict analysis must then address worldview conflicts by helping parties to dispute resolution processes find ways to communicate without negotiating reality. It is my view that parties experiencing a worldview conflict will only be able to communicate without negotiating reality by communicating about those aspects of their worldviews that are similar. As a result, the method of worldview conflict analysis that I developed for this research has been designed to define the parties' worldviews and compare them in order to find any possible similarities which may exist and which could allow the parties to communicate without negotiating reality.

To answer my second research question, I first applied metaphor analysis to the reduced set of the documents selected to represent the Coalition and the Ministers. I undertook three rounds of metaphor analysis on each document. During each round, I coded the ten documents for metaphoric language. As metaphors typically go unnoticed in language, I proceeded slowly through each document during each round. In between each round I allowed myself time to rest, in order to allow my mind to become aware of

metaphors that I had not previously noticed. Once the coding was completed, I compiled the metaphors into thematic lists to facilitate analysis and recorded the number of examples found for each theme. I then analyzed the metaphoric themes for the information they conveyed about the five elements of the parties' worldviews.

The information gained from metaphor analysis was used to define the five elements that compose each party's worldview (ontology, axiology, world order, epistemology, and ethic (Nudler, 1993)). Docherty (2001) turned the definitions of the five elements into short hand questions in order to facilitate their definition. Those questions were: "What is real or true? (*Ontology*) How is "the real" organized? (*[A theory of world order]*) What is valuable or important? (*Axiology*) How do we know about what is? (*Epistemology*) How should I or we act? (*Ethic*)" (emphasis in Docherty, 2001 p. 52). I used Docherty's (2001) questions to distill the information about the elements gained from the metaphoric themes into definitions of each. From the definitions of the five elements, I compiled composite definitions of the Coalition's and the Ministers' worldviews. After defining the parties' worldviews, I was able to draw out the similarities between them that I believe would allow the parties to communicate without negotiating reality.

Conclusion

In this chapter, I have laid out my research design for this thesis. To do this, I first explained the effects that my adherence to the social constructivist research paradigm and my use of constructivist methodology had on this design. I also explained my use of a case study in this research and detailed the parameters of the case that I chose to examine. Secondly, I described how I selected the document I used in this research. I also

explained how I applied content analysis to these documents to answer my first research question and worldview conflict analysis to a reduced set of these documents to answer my second research question. In the next chapter, I will provide the results of my research. In Chapter Five, I will also present my analysis of those results and, using that analysis, answer my two research questions.

Chapter 5 Analysis

The purpose of this chapter is to present the results of the research that was undertaken for this thesis and to analyze those results in order to answer my two research questions. The two research questions that were asked in this thesis are: (1) Is communication between the parties being impeded by the negotiation of reality? and (2) Could the application of a worldview conflict analysis show the parties a way to communicate without negotiating reality? To answer these research questions, I first applied content analysis to the documents that were collected to represent the Coalition for Change for Caregivers and Temporary Foreign Workers (Coalition) and the Minister of Citizenship and Immigration Canada and the Minister of Human Resources and Skills Development Canada (the Ministers), in order to verify the existence of a worldview conflict between the parties during the Coalition's lobbying campaign. I then applied the method of worldview conflict analysis that was developed for this research to a reduced set of the documents that were collected to represent the Coalition and the Ministers, in order to determine if the application of worldview conflict analysis could help the parties to communicate without negotiating reality.

In this chapter, I will present my results and analysis in the order that they were conducted. First, I will present the documents that were selected to represent the Coalition and the Ministers in this research. I will then present the results of the content analysis that I performed on those documents in order to isolate the Coalition's and the Ministers' naming, framing, and blaming language. Following that, I will provide my analysis of the parties' naming, framing, and blaming language and show how I

determined that it was divergent. Next, I will present the reduced set of documents that were selected, from the documents initially collected to represent the Coalition and the Ministers, to answer my second research question. I will then present the results of the metaphor analysis that was applied to these documents as part of the method of worldview conflict analysis that was developed for this research. Following that, I will provide my analysis of the metaphoric themes found through metaphor analysis and show how these themes helped me to define the parties' worldviews. Finally, I will present my comparison of the definitions of the Coalition's and the Ministers' worldviews and explain how the similarities that I discovered through this comparison could help the parties to communicate without negotiating reality. This order of research and analysis has also been represented in Figure 2.

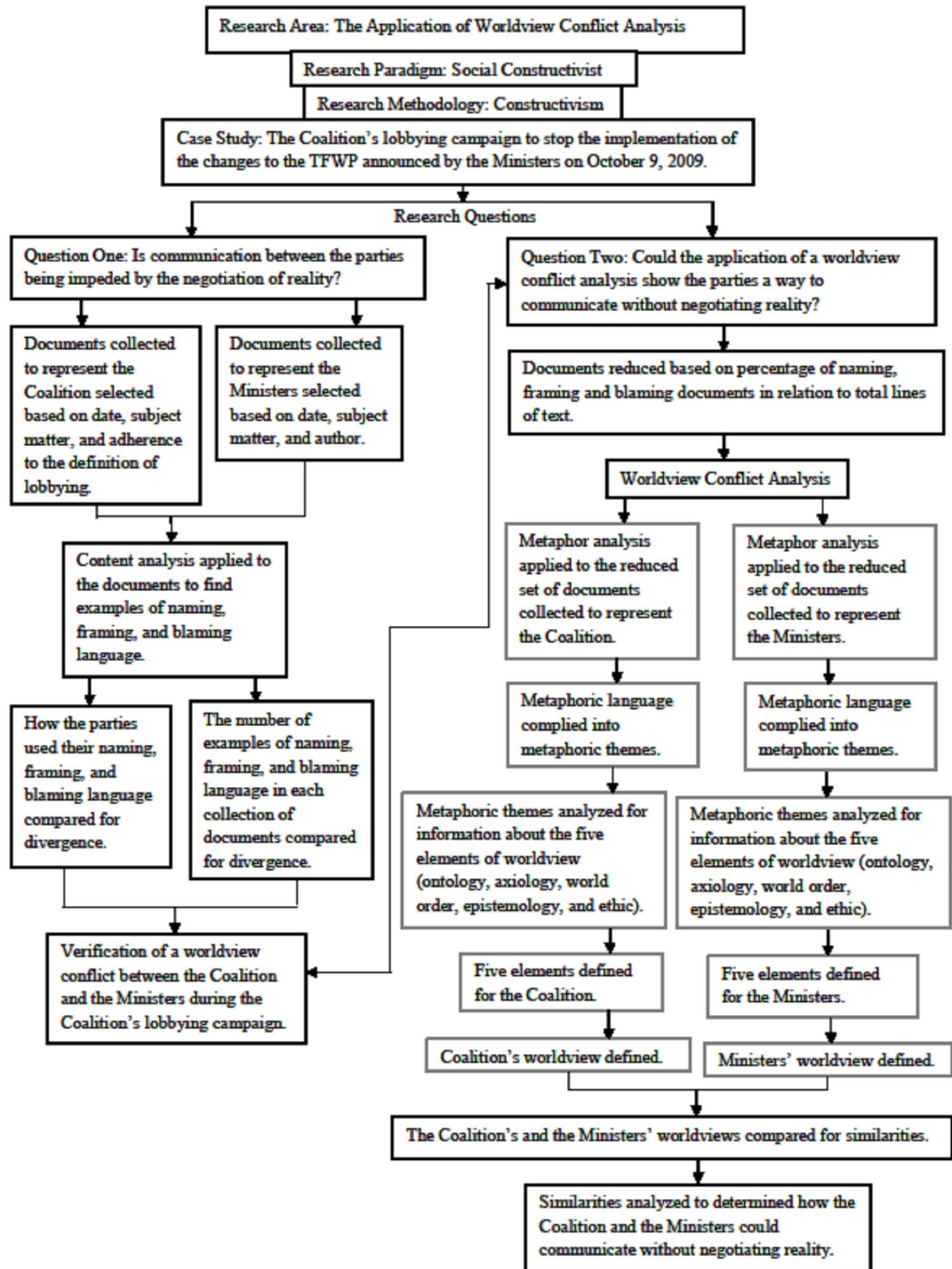


Figure 2 - Research Design Flow Chart

Selection of Documents

Publically available documents were collected to represent the Coalition and the Ministers in this research. Documents collected to represent the Coalition were selected based on date, subject matter, and adherence to the definition of lobbying chosen for this research. Documents collected to represent the Ministers were selected based on date, subject matter, and author. At the end of the selection process, 22 documents were collected to represent the Coalition and the Ministers.

In total 11 documents were collected to represent the Coalition. Of the 11 documents collected to represent the Coalition, three were statements regarding the announcement made on October 9, 2009, three were action notices for the National Day of Action held on December 2, 2009, and one each was a petition, a statement, a model letter, a news article, and a webpage. In total 401 lines of text were collected to represent the Coalition. To facilitate the coding of the documents, each one was marked with a “C” for the Coalition and was assigned a number between one and 11. A description of these documents, including coding designation, title, publishing member organization, publication date, and total lines of text have been provided in Table 1.

Table 1 - Documents collected to represent the Coalition

Designation	Title	Publishing Member Organization	Publication Date	Lines of Text
C1	Justicia for Migrant Workers Condemns Proposed Regulation	Justicia for Migrant Workers	October 20, 2009	52
C2	Scrap amendments to the TFW program	Migrante Alberta	December 2, 2009	28
C3	Real Protection for Temporary Foreign Workers requires Real Solutions, not enforced paper protocols	UFCW Canada	n.d.	37
C4	Justice for Migrant Workers!	No One is Illegal – Toronto	December 2, 2009	30
C5	Rally in Support of Immigrant and Migrant Workers	Good Jobs for All	December 2, 2009	12
C6	December 2, 2009 National Day of Action – Justice for Migrant Workers	Sisters in Solidarity	n.d.	8
C7	Scrap Proposed Amendments to the Immigration and Refugee Protection Regulations! Ensure Status for All!	Coalition for Change for Caregivers and Temporary Foreign Workers,	November 6, 2009	67
C8	National Protest for Migrant Workers Rights	UFCW Canada,	n.d.	27
C9	Model Letter to Write to Ministers and MPs – Temporary Migrant Workers Campaign	Canadian Council for Refugees	n.d.	65
C10	No Thanksgiving for migrant workers	Justicia for Migrant Workers and thestar.com	October 8, 2010	62
C11	Proposed New Restrictions in the Temporary Foreign Workers Program	Workers' Action Centre	n.d.	13

In total 11 documents were also collected to represent the Ministers. Of the 11 documents collected to represent the Ministers, three were news releases, three were

backgrounders, and five were webpages. In total 600 lines of text were collected to represent the Ministers. To facilitate the coding of the documents, each one was marked with an “M” for the Ministers and was assigned a number between one and 11. A description of these documents, including coding designation, title, publishing department, publication date, and total lines of text have been provided in Table 2

Table 2 - Documents collected to represent the Ministers

Designation	Title	Publishing Department	Publication Date	Lines of Text
M1	Minister Kenney proposes improvements to the Temporary Foreign Worker Program	Citizenship and Immigration Canada	October 9, 2009	43
M2	Minister Kenny announces improvements affecting temporary foreign workers, including live-in caregivers	Citizenship and Immigration Canada	August 18, 2010	40
M3	New rules to strengthen the Temporary Foreign Worker Program	Citizenship and Immigration Canada	March 24, 2011	43
M4	Backgrounder: Improvements to the Temporary Foreign Worker Program	Citizenship and Immigration Canada	August 18, 2010	129
M5	Backgrounder: Four-year limit for foreign national working in Canada	Citizenship and Immigration Canada	March 24, 2011	41
M6	Backgrounder: Protecting Foreign Workers	Citizenship and Immigration Canada	March 24, 2011	78
M7	Temporary Foreign Worker Program: Amendments to the Immigration and Refugee Protection Regulations effective April 1, 2011	Human Resources and Skills Development Canada	March 11, 2011	19
M8	Regulatory changes to the Temporary Foreign Worker Program take effect April 1, 2011	Citizenship and Immigration Canada	March 31, 2011	20
M9	Temporary Foreign Worker Program	Human Resources and Skills Development	March 23, 2011	28

Designation	Title	Publishing Department	Publication Date	Lines of Text
		Canada		
M10	Information for employers on the Temporary Foreign Worker Program regulatory changes	Citizenship and Immigration Canada	March 31, 2011	99
M11	Information for foreign workers in Canada on the Temporary Foreign Worker Program regulatory changes	Citizenship and Immigration Canada	March 31, 2011	60

Question One: Is communication between the parties being impeded by the negotiation of reality?

To answer my first research question, I had to determine if communication between the Coalition and the Ministers during the Coalition's lobbying campaign was being impeded by the negotiation of reality. When parties negotiate reality in a dispute resolution process it is an indication that those parties are experiencing a worldview conflict (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). It can be determined that the parties were negotiating reality by showing that they were using divergent naming, framing, and blaming language. To answer my first question, I applied content analysis (Patton, 2002) to the documents collected to represent the Coalition and the Ministers in order to isolate and compare their examples of naming, framing, and blaming language.

Results

Tables 3 and 4 indicate for the Coalition and the Ministers the number of examples of naming, framing, and blaming language found in each document, and the

total number of examples of each type of language found in the parties' collection of documents.

Table 3 - Naming, framing, and blaming language found in the documents collected to represent the Coalition

Coalition Documents	Naming Language	Framing Language	Blaming Language
C1	8	5	4
C2	1	10	0
C3	3	1	3
C4	3	6	1
C5	0	1	2
C6	2	0	0
C7	8	9	3
C8	3	2	2
C9	9	5	4
C10	7	10	5
C11	5	4	2
Total	49	53	26

Table 4 - Naming, framing, and blaming language found in the documents collected to represent the Ministers

Ministers' Documents	Naming Language	Framing Language	Blaming Language
M1	5	5	0
M2	3	10	0
M3	1	3	0
M4	2	1	0
M5	1	0	0
M6	0	1	0
M7	1	3	0
M8	1	6	0
M9	2	2	0
M10	1	0	0
M11	1	0	0
Total	18	31	0

Analysis

After applying content analysis to the documents collected to represent the Coalition and the Ministers, to isolate their examples of naming, framing, and blaming language, I compared those examples for signs of divergence. I first compared how each party used their naming, framing, and blaming language. For this comparison, I looked specifically at how each party named the issue at the core of the dispute and how each party framed their own role in relation to how they were portrayed using blaming language. I then compared the number of examples of each kind of language found in each party's collection of documents.

The Coalition's use of naming, framing, and blaming language.

With their naming language the Coalition indicates that the lack of protection for migrant workers in the changes announced on October 9, 2009 is the issue at the core of the dispute. In the documents collected to represent the Coalition, the naming language speaks to the Coalition's belief that the changes will decrease protections for migrant workers despite the Ministers' assertion that they will increase protections.

“These changes do not strengthen protection for migrant workers. These changes only make workers even more vulnerable” (Coalition for Change for Caregivers and Temporary Foreign Workers, 2009). “New measures to be undertaken by the government of Canada, which it asserts work towards greater protection of Temporary Foreign Workers, fall significantly short of any meaningful protections” (UFCW, n.d.a.). “... [the] government's failure to provide real protection for the most vulnerable people in Canada's workforce” (UFCW, n.d.a).

Their naming language implies that the changes will increase the vulnerability of migrant workers in Canada under the TFWP. The Coalition's framing of their own role within the

dispute results from their belief that they are party to a dispute over the protection of migrant workers.

With their framing language, the Coalition portrays themselves as fighting to defend migrant workers in this dispute. In the documents collected to represent the Coalition, the framing language speaks to the Coalition's belief that they must join the fight to stop the changes to the TFWP.

“Unless we stop them!” (Coalition for Change for Caregivers and Temporary Foreign Workers, 2009). “UFCW Canada joined community and social justice groups on December 2 in a National Day of Action for Migrant Workers that saw activists gather in cities across the country to blow the whistle on the Conservative Stephen Harper government...” (UFCW Canada, n.d.b). “Migrante Alberta Chapter in Canada, joined the Coalition for Change (...) and local organizations fighting for migrant workers rights, in its campaign for the scrapping of the proposed amendments to the Temporary Foreign Worker Program” (Migrante Alberta, 2009).

This framing language suggests that the Coalition is fighting against an opponent. The Coalition's blaming language confirms that their opponent in this fight is the Ministers.

With their blaming language, the Coalition portrays the Ministers as the perpetrators of the changes to the TFWP. In the documents collected to represent the Coalition, the blaming language speaks to the Coalition's belief that the Ministers are using the changes announced on October 9, 2009 to hide decreases to the protection of migrant workers in Canada under the TFWP.

“The Federal Government is playing with semantics through the adoption of superficial reforms...” (Justicia 4 Migrant Workers, 2009). “In response to the hollow measures to ‘reform’ the TFWP, the coalition has developed five broad principles that will be essential to any worthwhile improvement to the system” (Ramsaroop & Goutor, 2010). “Regulations introduced on October 9, 2009 essentially deny the right of full status to temporary migrant workers. This is part of a larger shift towards creating a disposable migrant workforce with few rights” (Sisters in Solidarity, 2009).

The Coalition reinforces this belief when they use of the word “real” in their blaming language. “Real protection means enforcing standards on employers and agencies hiring migrant workers. Real protection means access to citizenship benefits and responsibilities” (Migrante Alberta, 2009). The Coalition uses the word “real” because they believe that the Ministers’ changes provide false protection for migrant workers. This blaming language suggests that the Coalition believes that they must fight against the Ministers to defend migrant workers.

The Coalition’s naming, framing, and blaming language indicates that they believe that they are in a dispute with the Ministers over the lack of protection for migrant workers in the changes to the TFWP announced on October 9, 2009. Within this dispute, the Coalition believes that they are fighting to defend migrant workers against the Ministers. The Ministers, the Coalition believes, are intentionally trying to weaken, not strengthen, protection for migrant workers through these changes.

The Ministers’ use of naming, framing, and blaming language.

With their naming language the Ministers indicate that the issue they are naming is the presentation of the changes to the TFWP. In the documents collected to represent the Ministers, the naming language provides either factual statements about the TFWP or positive reviews of the changes announced to the program on October 9, 2009. This naming language speaks to the Ministers’ belief that the changes will increase protections for migrant workers in Canada under the TFWP.

“Starting on April 1, 2011, many temporary foreign workers will be subject to a four year ‘cumulative duration’ limit to the length of time they may work in Canada” (Citizenship and Immigration Canada, 2011 b). “New rules to strengthen Canada’s Temporary Foreign Worker Program were announced today by the Minister of Citizenship, Immigration and

Multiculturalism” (Citizenship and Immigration Canada, 2010c). “These changes will help strengthen the integrity of the Temporary Foreign Worker Program (TFWP) and provide further protections for temporary foreign workers” (Human Resources and Skills Development Canada, 2011b).

The Ministers’ informative and positive naming of the issue suggests that they do not perceive a dispute over the changes to the TFWP. The Ministers’ framing of their own role in relation to the changes results from their belief that the changes will improve the TFWP.

With their framing language the Ministers portrayed themselves as protecting migrant workers in Canada under the TFWP. In the documents collected to represent the Ministers, the examples of framing language speak to the Ministers’ belief that they have taken action with these changes that will increase protections for migrant workers.

“These regulations aim to improve the protection of workers and enhance program integrity” (Human Resources and Skills Development Canada, 2011a). “The government is taking action to protect temporary foreign workers ...” (Citizenship and Immigration Canada, 2010c). “The Government of Canada is taking further action to strengthen the protection of temporary foreign workers” (Citizenship and Immigration Canada, 2009b).

This framing language suggests that the Ministers are actively trying to increase protection for migrant workers in Canada. The Ministers’ lack of blaming language is consistent with their belief that the changes announced on October 9, 2009 will improve the TFWP.

With no blaming language in their documents, the Ministers provide no indication that they perceive themselves as being in a dispute with another party. As the indication of a party’s perception of the other party to the dispute (Docherty, 2001), blaming language would have provided an indication of the Ministers’ perception of the Coalition.

The lack of blaming language in the Ministers' documents indicates that they did not perceive the Coalition as being the other party in a dispute over the changes to the TFWP. The lack of blaming language suggests that the Ministers did not perceive a dispute at all.

The Ministers' naming, framing, and blaming language indicates that the Ministers believe that the changes to the TFWP announced on October 9, 2009 will be an improvement to the program. By implementing the changes, the Ministers believe they are actively working to protect migrant workers in Canada. As a result, the Ministers did not indicate that they perceived themselves as being in a dispute over these changes.

Comparison of the number of examples.

Comparing the number of examples of naming, framing, and blaming language used in each collection of documents, it seems that the Coalition was more engaged in the dispute than the Ministers. In the documents collected to represent the Coalition, there were 26 examples of blaming language, while in the Ministers' documents there were none. This difference suggests that the Coalition was more engaged in the dispute because, without any blaming language, there is no indication that the Ministers perceived a dispute at all. The small number of examples of naming and framing language in the Ministers' documents supports this conclusion. In the documents collected to represent the Coalition there were two and a half times more examples of naming language (49 examples versus 18 examples) and one and a half times more examples of framing language (53 examples versus 31 examples) than were found in the documents collected to represent the Ministers. The Coalition's large number of examples of naming, framing, and blaming language suggest that they have thoroughly named the issue and framed their own role within the dispute. On the other hand, the

Ministers' small number of examples of naming and framing language and lack of blaming language suggests that they have framed a role for themselves but within something other than a dispute. From this comparison it seems that the Coalition was much more engaged in the dispute than the Ministers.

Divergent naming, framing, and blaming language.

Placed side-by-side, the Coalition's and the Ministers' naming, framing, and blaming language is clearly divergent. The Coalition named the issue at the core of the dispute as the lack of protection for migrant workers in the changes to the TFWP announced on October 9, 2009 while the Ministers presented the changes as an improvement to the program that would increase protections for migrant workers in Canada under the TFWP. The Coalition portrayed themselves as fighting to defend migrant workers while the Ministers left their perception of the Coalition unaddressed. In contrast, the Ministers portrayed themselves as actively working to protect migrant workers with the changes to the TFWP while the Coalition portrayed the Ministers as their opponent in the fight to protect migrant workers. As well, the large number of examples of naming, framing, and blaming language found in the Coalition's documents indicates that they were more engaged in the dispute than the Ministers, in particular since the Ministers' documents had no examples of blaming language at all. As a result, it can be determined that their divergent naming, framing, and blaming language was impeding the parties' communication.

Answer to Question One: Is communication between the parties being impeded by the negotiation of reality?

As a result of my content analysis on the documents collected to represent the Coalition and the Ministers, I can answer my first research question by affirming that communication between the Coalition and the Ministers was impeded by the negotiation of reality during the Coalition's lobbying campaign. This answer confirms that during the Coalition's lobbying campaign a worldview conflict did exist between the Coalition and the Ministers.

Document Reduction

Before proceeding from answering my first research question to the application of worldview conflict analysis to answer my second research question, I chose to reduce the number of documents for analysis. A major element of the method of worldview conflict analysis developed for this research is the application of metaphor analysis to the parties' documents. As a result, I chose only to analyze half of the 22 documents initially collected to represent the Coalition and the Ministers in this research.

To reduce the number of documents for analysis by half, I selected those documents from each collection with the highest percentage of naming, framing and blaming documents in relation to total lines of text. Tables 5 and 6 display for the Coalition and the Ministers the percentage of naming, framing, and blaming language in each document. Based on these percentages, I selected the reduced set of documents used to represent the Coalition and the Ministers for my second research question. From the 11 documents initially collected to represent the Coalition, I chose C1, C4, C7, C9, and C8

for metaphoric analysis. From the 11 documents initially collected to represent the Ministers I chose M1, M2, M7, M8, and M9 for metaphoric analysis.

Table 5 - Percentage of naming, framing, and blaming language per total lines of text in documents collected to represent the Coalition

Coalition Documents	Total Lines of Text	Total Examples of Naming, Framing, and Blaming Language	Percentage of Naming, Framing, and Blaming Language to Lines of Text
C1	52	17	32.7%
C2	28	11	39.3%
C3	37	7	18.9%
C4	30	10	33.3%
C5	12	3	25%
C6	8	2	25%
C7	67	20	29.9%
C8	27	7	25.9%
C9	65	18	27.7%
C10	62	22	35.5%
C11	44	11	25%

Table 6 - Percentage of naming, framing, and blaming language per total lines of text in documents collected to represent the Ministers

Ministers' Documents	Total Lines of Text	Total Examples of Naming, Framing, and Blaming Language	Percentage of Naming, Framing, and Blaming Language to Lines of Text
M1	43	10	23.3%
M2	40	13	32.5%
M3	43	4	9.3%
M4	129	3	2.3%
M5	41	1	2.4%
M6	78	1	1.3%
M7	19	4	21.1%
M8	20	7	35%
M9	28	4	14.3%
M10	99	1	1%
M11	60	1	1.7%

Question Two: Could the application of a worldview conflict analysis show the parties a way to communicate without negotiating reality?

To answer my second research question, I had to determine if the application of worldview conflict analysis could show the parties a way to communicate without negotiating reality. Communication between parties to a dispute resolution process is impeded by the negotiation of reality when those parties are experiencing a worldview conflict (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). Impeded communication between parties hinders their ability to reach resolution within a dispute resolution process (Fisher, Ury & Patton, 1991). As a result, discovering a way for parties to communicate without negotiating reality is essential for the resolution of worldview conflicts in dispute resolution processes. To answer my second question, I applied worldview conflict analysis to the reduced set of documents collected to represent the Coalition and the Ministers in order to define and compare the parties' worldviews for similarities that would allow them to communicate without negotiating reality.

Results

The first step in the method of worldview conflict analysis developed for this research is metaphor analysis. To begin my worldview conflict analysis, as a result, I applied metaphor analysis (Lakoff & Johnson, 1980) to the reduced set of documents collected to represent the Coalition and the Ministers. Tables 7 and 8 indicate for the Coalition and the Ministers the metaphoric themes found in each reduced set of documents, examples of the metaphoric language associated with each theme, and the total number of examples found of that metaphoric language.

Table 7 - Metaphoric themes found in the reduced set of documents collected to represent the Coalition

Metaphoric Themes	Metaphoric Language	Number of Examples
War	<p>“<i>Threats</i> of deportation from employer[s]...” (C2)</p> <p>“Together with our <i>allies</i> JM4W reiterates...” (C3)</p>	24
Prison	<p>“<i>Repeal</i> the time-limits on participants...” (C2)</p> <p>“Real protection means <i>prohibiting</i> fees...” (C5)</p>	55
Resource	<p>“Abuse and <i>exploitation</i> are inherent in the structures...” (C3)</p> <p>“...by <i>limiting</i> their ability to stay in Canada...” (C4)</p>	13
Garbage	<p>“... workforce that is <i>disposable</i> and <i>discarded</i> when not needed.” (C3)</p> <p>“<i>Scrap</i> proposed amendments...” (C5)</p>	13
Creation	<p>“These regulations are part of a larger shift towards <i>creating</i> a disposable migrant workforce...” (C1)</p> <p>“Imposing limits on workers’ time in Canada <i>makes</i> workers status even more precarious...” (C5)</p>	11
Industry	<p>“...migrant workers in a <i>perpetual cycle</i> of precariousness.” (C3)</p> <p>“However, our organizations and countless workers have told Immigration Minister Jason Kenney that, to address <i>systemic</i> violations...” (C5)</p>	18
Building	<p>“Highlight the impact of this <i>two-tiered</i> work force...” (C2)</p> <p>“...rather than addressing the <i>structural</i> mechanism that deny workers the ability to exert rights.” (C3)</p>	9
Location (IN/ON/UNDER)	<p>“Regulations introduced <i>on</i> October 9, 2009...” (C1)</p> <p>“...workers’ rights <i>in</i> the TFWP...” (C5)</p> <p>“...<i>under</i> labour legislation.” (C2)</p>	38

Table 8 - Metaphoric themes found in the reduced set of documents collected to represent the Ministers

Metaphoric Themes	Metaphoric Language	Number of Examples
Prison	“Which in some cases <i>prohibit</i> the charging of fees...” (M1) “Employers found to have <i>violated</i> workers rights may be refused authorization...” (M2)	10
Authority	“Exceptions would be <i>allowed</i> under certain circumstances.” (M1) “HRSDC/Service Canada will now have the <i>authority</i> ...” (M4)	12
Value	“...by <i>virtue</i> of their participation in the program.” (M2) “...the <i>integrity</i> of the Temporary Foreign Worker Program (TFWP).” (M4)	29
Building	“...the employment of temporary foreign workers <i>supports</i> economic growth...” (M3) “In consultation with <i>stakeholders</i> ...” (M4)	19
Science	“A key <i>element</i> of the <i>measures</i> is to limit the length...” (M1) “...a more <i>rigorous assessment</i> of the genuineness of the job offer...” (M2)	30
Location (IN/ON/UNDER)	“...will be named <i>on</i> the Citizenship and Immigration website.” (M1) “... foreign workers play an important role <i>in</i> the Canadian economy...” (M1)	29

Analysis

After applying metaphor analysis to isolate the metaphoric themes in the reduced set of documents collected to represent the Coalition and the Ministers, I applied the remainder of my worldview conflict analysis. I first analyzed each party’s metaphoric themes for information about the five elements that compose worldview: ontology, axiology, world order, epistemology, and ethic (Nudler, 1993). I then compiled the information gained from this analysis into definitions of the Coalition’s and the

Ministers' worldviews. Finally, I compared the parties' worldviews to look for similarities that could allow the parties to communicate without negotiating reality.

Coalition for Change for Caregivers and Temporary Foreign Workers.

From the Coalition's five documents selected for metaphor analysis, I found 181 examples of metaphoric language and eight metaphoric themes. These metaphoric themes are: war (the Coalition's lobbying campaign is a war), prison (the Ministers are treating migrant workers like criminals), resource (migrant workers are being treated like resources), garbage (migrant workers are being treated as garbage), creation (the world was created by man), industry (the world was built by man), building (the world was constructed by man), and location (objects are separate and discrete). Many of these themes conveyed complementary information about the elements of the Coalition's worldview. As a result, the eight metaphoric themes have been presented here in three categories that reflect the similarities in what they convey about the elements of the Coalition's worldview.

What is right.

In their documents, the Coalition used four metaphoric themes that indicate how they believe people should and should not be treated. These metaphoric themes are: resource (migrant workers are being treated like resources), garbage (migrant workers are being treated as garbage), prison (the Ministers are treating migrant workers like criminals), and war (the Coalition's lobbying campaign is a war). These themes provide an insight into the Coalition's ethic and axiology.

The resource and garbage metaphoric themes provide an insight into the Coalition's ethic by indicating how the Coalition believes people should and should not

be treated. The Coalition used resource metaphors like “limited” and “exploitation” to compare migrant workers to the resources used by society. With this metaphoric theme, however, the Coalition was not indicating that they see migrant workers as resources but that they believe that the Ministers treat migrant workers like resources. “The protest (...) focused on the federal government’s proposed changes to the Temporary Foreign Workers [sic] Program that will increase instability and unfairness for the already *exploited* migrant workforce (...)” (UFCW Canada, n.d.b). The Coalition also used garbage metaphors like “discarded” and “scrap” to indicate that they believe that the Ministers are treating migrant workers like garbage. “...changes Canada from a country where [migrant workers] are seen as nation-builders, to one where they are seen as purely economic units to be taken advantage of and then *disposed of*” (Canadian Council of Refugees, n.d.). The use of these themes indicates that the Coalition believes that the way the Ministers treat migrant workers is wrong. The Coalition believes that it is wrong to exploit people like resources or to dispose of people like garbage. Turning this metaphoric theme around, the Coalition believes that it is right not to treat people in this manner. Within the Coalition’s ethic, as a result, it is wrong to use people and right to treat people with respect.

The prison metaphoric theme also provides insight into the Coalition’s ethic by indicating how the Coalition believes that people should and should not be treated. The Coalition used prison metaphors like “prohibition” and “violation” when referring to the TFWP to indicate that they believe that the Ministers are treating migrant workers like criminals.

“Regulations introduced on October 9, 2009 essentially *deny* the right of full status to temporary migrant workers by *restricting* them to work four

years in Canada and *barring* them from returning to the country for six years” (No One is Illegal – Toronto, 2009). “Migrant workers are *punished* by the proposed *forced disbarment*...” (Ramsaroop, 2009).

The lack of metaphoric language indicating that the Coalition believes that migrant workers are criminals suggests that they believe that the Ministers’ actions are wrong.

Within the Coalition’s ethic, as a result, it is wrong to unfairly treat people like criminals.

The war metaphoric theme provides an insight into the Coalition’s ethic by indicating what they believe should be done if people violate the Coalition’s ethic. The Coalition used war metaphors like “target” and “oppose” to compare their lobbying campaign to a war against the changes to the TFWP.

“...we’re here, with our community partners, to *make a stand* for basic fairness” (UFCW, n.d.b).” “As community, woman’s, immigrant rights, faith-based and trade union organizations we strongly *oppose* the proposed changes to the Temporary Foreign Worker Program...” (Coalition for Change for Caregivers and Temporary Foreign Workers, 2009).

The use of the war metaphoric theme shows that the Coalition believes that with their lobbying campaign they are fighting to stop changes that they believe will violate their ethic and to ensure the protection of that ethic. Within the Coalition’s ethic, as a result, it is right to fight against what is wrong and for what is right.

The resource, garbage, prison, and war metaphoric themes also speak, through their strong statements on the Coalition’s ethic, to the Coalition’s axiology. Axiology is what is considered valuable or important within a worldview (Docherty, 2001). Within the Coalition’s worldview, it is wrong to use people or unfairly treat them like criminals and it is right to treat them with respect. It is also right to fight against violations of this ethic and to fight for the protection of this ethic. As a result, I would conclude that within the Coalition’s worldview people are what are valuable. In their documents, the Coalition

speaks to this axiology by turning the garbage metaphor around. “Migrant workers make an *indispensable* contribution to some of Canada’s most important industries (...)” (UFCW Canada, n.d.b). The Coalition believes that migrant workers are too valuable to be treated like garbage. Within the Coalition’s axiology, as a result, people are what are valuable.

Constructed reality.

In their document, the Coalition used three metaphoric themes that indicate that they believe that the world is man-made. These metaphoric themes are: creation (the world was created by man), industry (the world was built by man), and building (the world was constructed by man). These themes provide an insight into the Coalition’s ontology and theory of world order.

The creation, building, and industry metaphoric themes provides an insight into the Coalition’s ontology by indicating that the Coalition believes that the world is constructed by man. The Coalition used metaphors like “make” and “turn into” to compare the world to man-made buildings and machines.

“*Make it* loud and clear to Immigration Minister Jason Kenney that we won’t let immigrants be *turned into* a disposable workforce with no rights!” (No One is Illegal – Toronto, 2009). “These changes only make workers even more vulnerable and *reinforce* the government’s efforts to *build* a disposable workforce through the Temporary Foreign Worker Program (TFWP)” (Coalition for Change for Caregivers and Temporary Foreign Workers, 2009). “These regulations continue the mean spirited approach of persecuting workers rather than addressing the *structural mechanisms* that deny migrant workers the ability to exert right” (Ramsaroop, 2009).

The use of these metaphoric themes speaks to the Coalition’s ontology by indicating that they believe that the world is constructed. The Coalition speaks to this ontology by turning the industry metaphor around to indicate that the world can also be taken apart.

“Refugee acceptance rates have declined sharply and there is talk of further *dismantling* of the *system*” (Coalition for Change for Caregivers and Temporary Foreign Workers, 2009). The Coalition believes that the world can be taken apart and remade. Within the Coalition’s ontology, as a result, the ability of man to make and remake the world is real.

Understanding that the Coalition believes that the world is man-made provides an insight into their epistemology. Epistemology is the way a party knows within their worldview (Docherty, 2001). Within the Coalition’s worldview, the world is made by man. As a result, I would conclude that within the Coalition’s worldview the Coalition knows what they know because man made the world. Within the Coalition’s epistemology, as a result, man knows what they know because they constructed the world.

Location.

The location metaphoric theme (objects are separate and discrete) provides an insight into the Coalition’s theory of world order, by indicating how the Coalition believes objects relate to one another. Location is an orientational metaphoric theme that indicates a party’s perception of spatial orientation. The Coalition used the words “in”, “on”, and “under” to indicate that they believe objects move above one another, in and out from one another, and below one another. “*On* December 9, 2009...” (No One is Illegal – Toronto, 2009). “*In* this issue...” (Canadian Council of Refugees, n.d.). “*Under* all federal programs...” (Canadian Council for Refugees, n.d.). In all of these interactions, objects remain separate from one another, maintaining their discreteness. Within the Coalition’s theory of world order, as a result, objects are ordered as separate and discrete.

The “under” metaphor also provides an insight into the Coalition’s theory of world order by indicating that the Coalition believes that the world is ordered in a hierarchy. The Coalition used the word “under” when referring to the Canadian migration system to indicate that the Coalition’s world is ordered in a hierarchy with the law at its top. “*Under* all federal programs” (Canadian Council for Refugees, n.d.). “*Under* labour legislation” (Canadian Council of Refugees, n.d.). “*Under* the Federal Skilled Worker points system” (Coalition for Change for Caregivers and Temporary Foreign Workers, 2009). Using this metaphoric theme the Coalition has also put themselves under law in the hierarchy, legitimizing Canada’s legal system within the Coalition’s worldview. Within the Coalition’s theory of world order, as a result, the world is ordered in a hierarchy with law at the top.

Definition of the Coalition’s worldview.

Having gathered information about the five elements of the Coalition’s worldview from their metaphoric themes, I can now define their worldview. For the Coalition, the constructed nature of the world is what is real (ontology). As a result, it is true that man has the ability to make and remake the world (ontology). That world is currently ordered in such a way that all things, though separate and discrete, are in a hierarchy with law at the top (world order). The Coalition knows what it does in this world as a result of man having created it (epistemology). Within this world, it is people that are valued (axiology). The value of people forms the foundation of the Coalition’s ethic in this world, which says that it is wrong to use people or unfairly treat people like criminals and right to treat them with respect (ethic). Within this ethic, it is also right to fight against what is wrong and to fight for what is right (ethic). As a result, the Coalition believes that

they are right to fight to stop the changes to the TFWP announced on October 9, 2009, which they see as a violation of their ethic.

The Minister of Citizenship and Immigration and the Minister of Human Resources and Skills Development Canada.

From the Ministers' five documents selected for metaphor analysis, I found 129 examples of metaphoric language and six metaphoric themes. These metaphoric themes are: prison (the Ministers reinforce right and wrong), authority (the Ministers have authority to act on others), value (the Ministers' values should be adhered to), building (the world was built by design), science (the world can be known through science), and location (objects are separate and discrete). Some of these themes conveyed complementary information about the elements of the Ministers' worldview. As a result, the six metaphoric themes have been presented here in four categories that reflect the similarities in what they convey about the elements of the Ministers' worldview.

The Ministers' values.

In their documents, the Ministers used three metaphoric themes that indicate how they believe people should act. These metaphoric themes are: value (the Ministers' values should be adhered to), authority (the Ministers have authority to act on others), and prison (the Ministers reinforce right and wrong). These themes provide an insight into the Ministers' ethic and theory of world order.

The value metaphoric theme provides an insight into the Ministers' ethic by indicating how the Ministers believe people should act. The Ministers used value metaphors like "integrity" and "respect" to indicate that they believe that the changes announced on October 9, 2009 reflect their values.

“We have a *duty* to them, employers and all Canadians, to ensure that the program is *fair* and *equitable*” (Citizenship and Immigration Canada, 2009b). “...to *verify* that returning employers have *lived-up* to employment requirements stipulated in previous LMO” (Human Resources and Skills Development Canada, 2011b).

The use of this metaphoric theme speaks to the Ministers’ ethic by indicating that it is right to adhere to their values. The Ministers speak to this ethic in their documents by turning the value metaphor around. “...a prohibition from hiring foreign workers for employers who *fail* to meet their *commitments* to workers with *respect* to wages, working conditions and occupations” (Citizenship and Immigration Canada, 2010c). Though their values are not defined in the documents, the Ministers believe that people should adhere to their values. Within the Ministers’ ethic, as a result, it is right to adhere to the Ministers’ values and wrong not to adhere to the Ministers’ values.

The authority and prison metaphoric themes also provide an insight into the Ministers’ ethic by indicating how they believe they should act when people do not adhere to their values. The Ministers used prison metaphors like “prohibit” and “charge” and authority metaphors like “grant” and “authorize” to indicate that people should be punished or rewarded for their adherence to the Ministers’ values.

“Employers found to be in *violation* may be *refused authorization* to hire a foreign worker” (Citizenship and Immigration Canada, 2009b). “Employers seeking to hire temporary foreign workers, including live-in caregivers, will now be assessed against past compliance with program requirements before *authorization* can be *granted*” (Citizenship and Immigration Canada, 2010c).

Together these metaphoric themes speak to the Ministers’ ethic by indicating that they believe that they are right to punish and reward people in this manner. Within the Ministers’ ethic, as a result, it is right for the Ministers to punish people who do not adhere to their values and to reward people who do adhere to their values.

The prison and authority metaphoric themes also provide an insight into the Ministers' theory of world order by indicating that the Ministers believe that they have the power to punish people. Putting themselves in a position of power speaks to the Ministers' belief that the world is ordered in a hierarchy and that, within that hierarchy, they are ordered above other people.

“Today the Ministers announced proposed regulatory amendments to the Temporary Foreign Worker Program which include a two year *prohibition* from hiring a temporary foreign worker for employers found to have...” (Citizenship and Immigration Canada, 2009b). “HRSDC/Service Canada will now have the *authority* to conduct a genuineness assessment of any job offered to a TFW...” (Human Resources and Skills Development Canada, 2011b).

Together these metaphoric themes speak to the Ministers' belief that they have the power and authority to act based on people's adherence to their values. Within the Ministers' theory of world order, as a result, the world is ordered in a hierarchy and within that hierarchy the Ministers are above other people.

The value, prison, and authority metaphoric themes also speak, through their strong statements on the Ministers' ethic, to the Ministers' axiology. Axiology is what a party perceives to be valuable or important (Docherty, 2001). Within the Ministers' ethic, it is wrong not to adhere to their values and right to adhere to their values. As well, within their ethic it is right for the Ministers to punish or reward people based on their adherence to these values. Within the Ministers' axiology, as a result, values are what are valuable.

World by design.

The building metaphoric theme (the world was built by design) provides an insight into the Ministers' ontology by indicating that the Ministers believe that man

designed the world. The Ministers used building metaphors like “design” and “plan” to compare the world to buildings that are designed and then built.

“*Under the plan*, after a cumulative total of four years in Canada, they would not be eligible to work in Canada for six years” (CIC, 2009b). “This reflects the fact that the program is *designed* to address short-term labour market shortages and is not a solution to long-term labour needs” (CIC, 2009b).

This metaphoric theme speaks to the Ministers’ ontology by indicating that they believe that man created the world with intention. Within the Ministers’ ontology, as a result, it is true that man made the world by design.

Understanding that the Ministers believe that the world was made by design provides an insight into the Ministers’ epistemology. Within the Ministers’ worldview the world was designed and made by man. As a result, I would conclude that within this worldview the Minister’ know what they know because the world was designed. Within the Ministers’ epistemology, as a result, man knows what they know because they designed the world.

Science.

The science metaphoric theme (the world can be known through science) also provides an insight into the Ministers’ epistemology by indicating the trust that the Ministers place in science. The Ministers used scientific metaphors like “factor” and “evaluate” to compare the world to something that can be known through the scientific method of discovery.

“This reflects the *fact* that the program (...) is not a *solution* to long term labour needs” (Citizenship and Immigration Canada, 2009b). “After all, [temporary foreign workers] are an *essential element* of Canada’s economic success” (Citizenship and Immigration Canada, 2010c).

The use of this metaphoric theme indicates that the Ministers believe that they can know the world through science. As a result, for the Ministers the world has been designed based on a scientific understanding of the world. Within the Ministers' epistemology, as a result, man knows what they know through the scientific method of discovery.

Location.

The location metaphoric theme (objects are separate and discrete) provides an insight into the Ministers' theory of world order by indicating how they believe objects relate to one another. The Ministers used the words "in", "on", and "under" to indicate that objects move above one another, in and out of one another, and below one another. "On April 1, 2011..." (Citizenship and Immigration Canada, 2010c). "In the Canadian economy..." (Citizenship and Immigration Canada, 2009b). "...under certain circumstances" (Citizenship and Immigration Canada, 2009b). These references to spatial orientation speak to the ministers' theory of world order by indicating that they believe that all objects are separate and discrete. Within the Ministers' theory of world order, as a result, the world is ordered with separate and discrete objects.

The "under" metaphor provides a second insight into the Ministers' theory of world order by indicating that they believe the world is a hierarchy. This perception of the world as a hierarchy is continued from the prison and authority metaphoric themes.

"Under new Temporary Foreign Worker regulations..." (Human Resources and Skills Development Canada, 2011a). "Under each program stream..." (Human Resources and Skills Development Canada, 2011b). "Under the plan..." (Citizenship and Immigration Canada, 2009b).

Using the word "under" in their documents to refer to the Canadian migration system indicates that the Ministers see the world ordered in a hierarchy with law at the top of the

hierarchy. Within the Ministers' theory of world order, as a result, the world is ordered in a hierarchy with the law at the top.

Definition of the Ministers' worldview.

Having gathered information about the five elements of the Ministers' worldview from their metaphoric themes, I can now define their worldview. For the Ministers, it is true that man made the world by design (ontology). The world is currently ordered in a hierarchy of separate and discrete objects, with the law at the top and the Ministers above other people (world order). In this world, the Ministers know what they know because man designed the world based on the scientific method of discovery (epistemology). Within this world the Ministers' values are what are valuable (axiology). As a result, it is right to adhere to the Ministers' values and wrong not to adhere to the Ministers' values (ethic). For the Ministers, it is also right to punish people who do not adhere to their values and to reward people who do adhere to their values (ethic). The Ministers' position of power in the hierarchy is what gives them this power and authority above other people (world order). The changes to the TFWP announced by the Ministers on October 9, 2009 are, as a result, part of the plan to strengthen the program, which the Ministers believe adhere to their values.

Comparing worldviews.

Comparing the definitions of the Coalition's and the Ministers' worldviews, I found similarities between their worldviews that could possibly allow the parties to communicate without negotiating reality. In my comparison, I found that the Coalition and the Ministers have some similarities in their axiologies, ontologies, ethics, and theories of world order. Communicating about those similarities, which may allow the

parties a platform of commonality which was previously unavailable to them, could allow the parties to avoid negotiating reality. This is important because the parties were previously unable to communicate. Through these similarities, the parties could be able to begin participating together in a dispute resolution process, which could possibly result in the parties addressing their dispute.

The Coalition and the Ministers, however, also have distinct differences between their theories of world order, epistemologies, and ethics. Communicating about those differences could result in the parties' communication being impeded by the negotiation of reality. In order to examine how the similarities in the Coalition's and the Ministers' worldviews could allow them to communicate without negotiating reality, I will also explain here how the differences in their worldviews could impede their communication through the negotiation of reality.

Worldview differences.

Though both parties believe that the world is ordered in a hierarchy, the Ministers believe that they are in a position of power in that hierarchy. Within the Ministers' worldview this position in the hierarchy enables them to act upon other people. In the Coalition's metaphoric themes there is no indication that they similarly perceive the Ministers as having a position of power above other people in the hierarchy. This difference in the parties' theory of world order could impede their communication, because it could lead the parties to negotiate reality over their perceptions of power in the world.

As well, the Coalition and the Ministers both know what they know because the world is man-made. The Ministers, however, know how the world was made through the

scientific method of discovery. Within the Ministers' worldview the foundation of all knowledge is science. There is nothing in the Coalition's metaphoric themes that indicates a similar preference for science. This difference in the parties' epistemology could impede their communication, because it could lead the parties to negotiate reality over the value of different types of knowledge.

Both parties also believe in an active adherence to their ethic. The Coalition and the Ministers, however, have different perceptions of who it is that is required to act. The Coalition's ethic focuses on how people should and should not be treated. This ethic puts the onus on everyone, including legislators, to treat other people properly. The Ministers' ethic focuses on how people should and should not act. This ethic puts the onus on people below the Ministers in the hierarchy to act within the Ministers' perception of what is proper. The Ministers do not include themselves as required actors, while the Coalition does include them. This difference in the parties' ethic could impede their communication, because it could lead the parties to negotiate reality over who is responsible for right action within their worldview.

Worldview similarities.

The Coalition's and the Ministers' worldviews have been defined in a way that suggests that there may be similarities in their axiologies. Within the Coalition's worldview people are valuable, and within the Ministers' worldview values are valuable. Though these axiologies are different, because the Ministers' values are not defined in their documents, it is possible that what is valuable within each party's worldview will overlap. Values like integrity, respect and fairness, which are alluded to in the Ministers' metaphoric language, suggest that the Ministers may, like the Coalition, value people. If

the parties' find similarities in what they value it could garner good will between them and also help them to discuss solutions for migrant workers as people. Similarities in their axiology could also allow the parties to communicate about the TFWP through the lens of where their values overlap. However, if the Ministers' values do not include a valuing of people, or if their values somehow clash with the Coalition's valuing of people, then an attempt to discuss values could result in the negotiation of reality. If the Coalition's value of people proves to be reflected in one or more of the Ministers' values, then the parties would be able to communicate about the overlap in their axiologies without negotiating reality.

There is a strong similarity in the Coalition's and the Ministers' ontologies. Both parties believe that the world is man-made. Though the Coalition does not adhere to the Ministers' belief that man constructed the world by design, both parties believe that man constructed the world. Sharing such a large aspect of their ontologies, the parties' communication will not be impeded by a negotiation of reality over the nature of the world. This means that the parties would be able to discuss the world, and those institutions and programs within it, as entities created by man. As well, neither the Coalition nor the Ministers will fear that the other is trying to destroy their world, because they both understand the world to be changeable. This means that the parties could also communicate about how they can re-make the world, and programs such as the TFWP, together. Discussing their shared belief in the constructed nature of the world, the parties would be able to communicate without negotiating reality.

The parties also share the belief that it is right to act to defend their ethic. Though the Coalition and the Ministers have different perceptions of what is right and wrong,

they both believe that they should take action to protect those perceptions. The Coalition believes that it is right to fight against violations of their ethic and as well as for its protection. The Ministers believe that it is right to punish people for not adhering to their ethic and to reward those who do. Though the parties have different perceptions about who should act, the Coalition believes that it should be all people while the Ministers believe it is their role, both believe that it is right to do so. Understanding each other to be groups who adhere strongly to their ethic could facilitate communication between the parties by garnering a sense of mutual respect or understanding. The shared belief that it is right to act to defend their ethic may also allow the parties to communicate about the actions that they each might take in this situation to protect their ethic within the TFWP. It should be cautioned, however, that the parties do not share a similar ethic. As a result, any discussion about actions to be taken would have to preclude a discussion on the ethic inspiring that action, because a discussion on ethic could cause the parties to negotiate reality. Discussing their shared belief in action, without discussing the ethic that those actions aim to protect, the parties would be able to communicate without negotiating reality.

The Coalition and the Ministers share two aspects of their theory of world order. First, the parties believe that the world is ordered in a hierarchy that has law at its top. This means that the Coalition and the Ministers believe that all things are under the power of law, legitimizing the Canadian migration system within both of their worldviews. Though the parties do not agree about how the system is structured or about the changes to the TFWP announced on October 9, 2009, both the Coalition and the Ministers believe that migration into Canada should be controlled under the law. It would provide comfort

to the Ministers to know that the parties share this aspect of their theory of world order, because they would see that the Coalition is not trying to dismantle the system. As well, their shared belief would allow the parties to discuss changes to the TFWP that could take place within the current system. Discussing the TFWP within the context of their shared belief in the legitimacy of law, the parties would be able to communicate without negotiating reality.

The Coalition and the Ministers, secondly, share a foundational aspect of their theory of world order. Though the parties live in different worlds, their orientational metaphors indicate that they both believe that their worlds are ordered with separate and discrete objects. Both parties, as a result, believe in individuality. This shared belief is an indication that the parties' joint membership in Canadian society has led the Coalition to share certain features of the Ministers' dominant worldview. Understanding that the Coalition believes in individuality could provide some comfort to the Ministers, who, as the party with the dominant worldview, may feel threatened by the existence of other worldviews. This similarity in their theory of world order would also allow the parties to communicate about the relationship of the individual migrant workers to the law applied within the TFWP. Discussing their shared understanding of objects as separate and discrete, the parties would be able to communicate without negotiating reality.

When determining possible ways that the parties could communicate, I was careful to be aware of the power dynamic between the parties' worldviews. Since worldviews, though subjective, are real for the individuals or groups who hold them (Nudler, 1990; Nudler 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001), asking the party with the marginalized worldview to conform to the dominant

worldview in order to communicate with the other party to the dispute resolution process would be contrary to worldview conflict theory. This approach would also perpetuate the current system, which privileges dominant worldviews by ignoring worldview conflict (Nudler, 1990; Nudler 1993). I also believe that asking the party with the marginalized worldview to conform to the dominant worldview would violate the principles of the social constructivist research paradigm and constructivist methodology that form the foundation of this research. As a result, none of the conclusions drawn from my worldview conflict analysis will suggest that either party modify their perception of reality in order to facilitate communication. I believe that by keeping the parties' discussions within the parameters of the similarities in their worldviews, they could communicate in a way that balances out the power dynamic between their worldviews. The similarities in the parties' worldviews are the starting points for them to be able to communicate without negotiating reality.

When I began this research, I had believed that the application of worldview conflict analysis would lead to the discovery of similarities between the Coalition's and the Ministers' worldviews that would provide concrete directions on how the parties could communicate without negotiating reality. After completing the method of worldview conflict analysis developed for this research, I have discovered five similarities between the parties' worldviews. These similarities, however, are not the large, directive similarities I was expecting. Instead, my analysis has led to the discovery of small similarities between the Coalition's and the Ministers' worldviews. In order to use these more subtle similarities to help the parties communicate without negotiating reality, a practitioner would have to nuance these similarities into ways that the parties

could communicate. Though the similarities are small, I believe that when dealing with a kind of dispute where no similarities can be found, and communication as a result is impeded, small similarities are a positive beginning.

With my second research question, I had hoped to determine if the application of the method of worldview conflict analysis that I developed for this research could show the Coalition and the Ministers a way to communicate without negotiating reality. Though I am pleased to have found small similarities between the parties' worldviews that I believe could help them to communicate without negotiating reality, thus addressing their worldview conflict; these similarities do not give a firm indicate that the application of worldview conflict analysis could address the worldview conflict between the Coalition and the Ministers, In order to make a more clear determination on whether the application of worldview conflict analysis could help parties to communicate without negotiating reality, validating Nudler's (1990, 1993) worldview conflict theory, worldview conflict analysis must be applied and tested within an on-going conventional dispute resolution process.

Answer to Question Two: Could the application of a worldview conflict analysis show the parties a way to communicate without negotiating reality?

As a result of my worldview conflict analysis on the reduced set of documents collected to represent the Coalition and the Ministers, I can answer my second research question by saying that in this research the application of worldview conflict analysis appears to show the parties a way to communicate without negotiating reality. Applying worldview conflict analysis, I discovered five similarities between the worldviews of the Coalition and the Ministers. The parties share a possible overlap in their perceptions of

what is valuable; both believe that the world is man-made; they agree that action should be taken to protect their ethic; they see the world as a hierarchy with law at the top; and both understand that the world is ordered with separate and discrete objects. These similarities are areas that the Coalition and the Ministers could possibly discuss without negotiating reality, because they are areas of common belief between their worldviews.

Conclusion

In this chapter, I have presented the results of the research done for this thesis and analyzed those results to answer my two research questions. I first presented the results of the content analysis that was undertaken in order to isolate the parties' naming, framing, and blaming language. Analysing those results, I was able to show that the Coalition's and the Ministers' communication was impeded by their divergent language, verifying the existence of a worldview conflict between the parties during the Coalition's lobbying campaign. I then presented the results of the metaphor analysis that was undertaken as part of my worldview conflict analysis in order to isolate the parties' metaphoric themes. Analysing those metaphoric themes, I was able to define and compare the Coalition and the Ministers' worldviews, discovering that there are similarities in their worldviews that could possibly allow the parties to communicate without negotiating reality. Having answered my two research questions in this chapter, in the next chapter I will present a conclusion to this research. In Chapter Six, I will also offer recommendations for future research on the application of worldview conflict analysis.

Chapter 6 Conclusion

The purpose of this chapter is to conclude this thesis. To do this, I will explain how this research fits into and expands the dispute resolution literature on worldview conflict theory. I will then explain the significance of this research. As well, I will explain the limitations that were discovered while conducting this research. I will also explain my personal connection to the research and explain the lessons that I learned while conducting this research. Finally, I will provide recommendation for future worldview conflict theory research on the application of worldview conflict analysis in dispute resolution processes.

Research

A worldview is an individual's or group's perception of reality. Worldviews are socially constructed and subjective to the individual and groups who hold them (Nudler, 1990; Nudler, 1993; Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). As such, they can be the cause of disputes when differing or opposing subjective worldviews, which the holders believe to be the ultimate truth, come into contact (Nudler, 1990; Nudler 1993). Worldview conflict theory was developed to bring an understanding of the concept of worldview into the field of dispute resolution.

In conventional dispute resolution processes, disputes between deeply held beliefs, such as worldviews, are typically left unaddressed. These disputes are not addressed because deeply held beliefs are believed to be non-negotiable in conventional dispute resolution (Fisher, Ury & Patton, 1991; Avruch, 2001; Docherty, 2001). Leaving worldview conflicts unaddressed, however, has negative impacts on dispute resolution

processes. Unaddressed worldview conflicts impede communication between parties to dispute resolution processes by causing the parties to negotiate reality (Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

Conventional dispute resolution focuses on getting parties in dispute resolution processes to look for common ground (Fisher, Ury & Patton, 1991; Avruch, 2001). When disputes are between worldviews, however, the parties' different perceptions of reality stop them from being able to find common ground (Blechman, Crocker, Docherty, & Garon, 2000). Worldview conflict theorists suggest instead that a worldview conflict analysis be developed, which could be applied to address worldview conflicts in conventional dispute resolution processes (Nudler, 1990; Nudler, 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

Worldview conflict analysis was not envisioned as a replacement for conventional dispute resolution processes, which continue to be effective when disputes are within similar or the same worldviews, but as an additional form of analysis. Worldview conflict theorists envisioned worldview conflict analysis as a tool for addressing worldview conflicts in affected conventional dispute resolution processes (Nudler, 1990; Nudler, 1993; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). To date, however, worldview conflict theorists have only made suggestions about what might go into a worldview conflict analysis. They have not elaborated on what worldview conflict analysis might look like or how it might be applied in dispute resolution processes. As a result, no method for the application of worldview conflict analysis has yet been developed.

With this thesis, I developed a method of worldview conflict analysis that could be applied to address the worldview conflict in my case study. This method was grounded in the foundations that I found in previous worldview conflict research (Nudler, 1990; Nudler, 1993; Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). First, I verified the existence of a worldview conflict in my case study by looking for divergent naming, framing, and blaming language was divergent, a process suggested by Docherty (2001). I then developed a method of worldview conflict analysis that incorporated Nudler's (1990, 1993) concept of worldviews as perceptions of reality and his five elements of worldview (ontology, axiology, epistemology, ethic, and theory of world order), Blechman et al.'s (2000)'s use of metaphor analysis and examination of metaphoric themes, and Docherty's (2001) determination that worldview conflicts impede communication by causing parties to negotiate reality. Grounding my own thinking in these works, I determined that the goal of my method of worldview conflict analysis should be to define and compare the parties' worldviews for possible similarities in order that they might be able to communicate.

The method of worldview conflict analysis that I developed for this research focused on finding similarities in the parties' worldviews that could allow them to communicate without negotiating reality. To do this, I decided that I would first use metaphor analysis to define the five elements of each party's worldview. The five elements to be defined were ontology, axiology, epistemology, theory or world order, and ethic (Nudler, 1993). I would then use the definitions of the five elements to form composite definitions of each party's worldview. After that, I decided that I would compare the definitions of the parties' worldviews, in order to find any similarities that

may exist. Those similarities would then be used to show the parties ways that they could communicate without negotiating reality. This method was developed for application in the dispute resolution process in my case study.

As my case study for this thesis, I chose the lobbying campaign of the Coalition for Change for Caregivers and Temporary Foreign Workers (the Coalition), collection of national, regional and local migrant worker's right organizations, against the changes to the Temporary Foreign Worker Program (TFWP) announced by the Minister of Citizenship and Immigration Canada and the Ministers of Human Resources and Skills Development Canada (the Ministers) on October 9, 2009. This lobbying campaign was a dispute resolution process, as they have been defined for this research, because it was a formal process experienced by the Coalition and the Ministers with the goal of addressing the dispute over changes to the TFWP. In this thesis, I asked two research questions: (1) Is communication between the parties being impeded by the negotiation of reality? and (2) Could the application of a worldview conflict analysis show the parties a way to communicate without negotiating reality? The goal of the first question was to verify the existence of a worldview conflict between the Coalition and the Ministers during the Coalition's lobbying campaign. The goal of the second question was to determine if the application of the method worldview conflict analysis developed for this research could show the parties a way to communicate without negotiating reality, thus beginning to address their worldview conflict.

Results and Analysis

In order to answer my first research question, I had to verify the existence of a worldview conflict between the Coalition and the Ministers during the Coalition's

lobbying campaign. To do this, I applied content analysis to the documents collected to represent the Coalition and the Ministers in order to isolate their examples of naming, framing, and blaming language. I then compared the number of examples of naming, framing, and blaming language found in each collection and the way that each party used their language for signs of divergence, since divergent naming, framing, and blaming language indicates the negotiation of reality and thus the existence of a worldview conflict (Docherty, 2001).

Analyzing the results of my content analysis, I determined that the Coalition was more engaged in the dispute than the Ministers. Firstly, I discovered that the Coalition used more of all three kinds of language than the Ministers. Secondly, I discovered that the Coalition perceived themselves as being in a dispute with the Ministers over the lack of protection for migrant workers in the changes to the TFWP announced on October 9, 2009, while the Ministers perceived themselves as presenting changes to the TFWP that would improve the program. Since only one party shows signs of having perceived the dispute, I was able to determine that the Coalition and the Ministers had divergent naming, framing, and blaming language. This determination indicates that the parties were negotiating reality. These findings verified the existence of a worldview conflict between the Coalition and the Ministers during the Coalition's lobbying campaign.

In order to answer my second research question, I had to determine if the application of the method of worldview conflict analysis developed for this research could show the parties a way to communicate without negotiating reality. To do this, I applied the method of worldview conflict analysis that I developed for this research to a reduced set of the documents collected to represent the Coalition and the Ministers. Using

this method, I defined and compared the parties' worldviews in order to find any possible similarities. These similarities were then analyzed to determine if they could be used to help the Coalition and the Ministers communicate without negotiating reality.

Through the application of my method of worldview conflict analysis, I discovered five similarities between the Coalition's and the Ministers worldviews. These similarities were in their axiologies, ontologies, ethics, and theories of world order. The parties share a possible overlap in their axiologies. Since the Ministers value adherence to their values, which are not defined in their documents, it is possible that they share the Coalition's value of people. The parties also share ontology, both believing that the world is man-made. They also agree that action should be taken to protect their ethic. Finally, the Coalition and the Ministers share elements of their theories of world order. Both believe that the world is ordered with separate and discrete objects as well as in a hierarchy that has law at the top. These similarities are small, but as shared beliefs between the parties' worldviews, could possibly allow the Coalition and the Ministers to communicate without negotiating reality. These discussions would be about specific topics such as ways that the parties could re-make the TFWP together, or changes that they could make to the TFWP under the continued legal structure of the Canadian migration system. As a result, though these similarities did not provide a clear indication that worldview conflict analysis could address the worldview conflict between the Coalition and the Ministers, it can be determined that the application of the method of worldview conflict analysis developed for this research did find similarities in the Coalition's and the Ministers' worldview, which could possibly allow the parties to communicate without negotiating reality.

Dispute Resolution Literature

To date, only a small amount of research has been done on worldview conflict theory. As a result, there is only a small quantity of dispute resolution literature on worldview conflict theory. For this thesis, I built on the literature produced by Nudler (1990, 1993), Docherty (1996, 2001), and Blechman et. al. (2000). These theorists focused initially on building the theoretical foundations of worldview conflict theory and verifying the existence of this kind of conflict in conventional dispute resolution processes. Research then moved on to an examination of the negative effects of unaddressed worldview conflicts on conventional dispute resolution processes (Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). Throughout all of this literature, worldview conflict theorists have advocated for the development of a worldview conflict analysis, which could be used to address worldview conflicts in conventional dispute resolution processes (Nudler, 1990; Nudler, 1993; Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001).

With this thesis, I have both built on previous worldview conflict research and expanded the dispute resolution literature on worldview conflict theory. In this research, I have used elements from both Blechman et. al.'s (2000) and Docherty's (2001) work to verify the existence of a worldview conflict in my case study. I have also used suggestions from Nudler's (1990, 1993), Blechman et. al.'s (2000) and Docherty's (2001) works to develop my method of worldview conflict analysis. By having developed a method of worldview conflict analysis, which has not been done in other worldview conflict theory research, I have also expanded the literature on worldview conflict theory. As a result, in this thesis, I have built on and expanded the dispute resolution literature on

worldview conflict theory by developing and applying a method of worldview conflict analysis to address the worldview conflict in my case study.

Significance

The significance of this research is that it expands the dispute resolution literature on worldview conflict theory. The primary goal of worldview conflict theory is to find a way to address worldview conflicts in conventional dispute resolution processes. Previous worldview conflict theorists have suggested that worldview conflicts could be addressed using worldview conflict analysis. With this research, I have made the first attempt in worldview conflict theory research to develop and apply a method of worldview conflict analysis. With this thesis, I have moved the research on worldview conflict analysis out of the theoretical and into the practical study of its application. As well, this thesis is significant because it adds a new piece of research to the small quantity of work done to date on Nudler's (1990, 1993) worldview conflict theory.

Limitations

In the process of conducting the research for this thesis, I discovered two limitations in my research design. The first limitation to my research design was using a case study that could only be examined through written material. The most authentic information about worldviews comes from the individuals and groups who hold them (Nudler, 1990; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). To gather the most authentic data possible about the parties' worldviews, I would have had to have examined transcripts of their speech or spoken directly with them. As this was impossible, due to the lack of transcripts and the national scope of the Coalition's

lobbying campaign, I attempted to mitigate this limitation by gathering data from documents published by the Coalition and the Ministers.

The second limitation to my research design was the use of a completed dispute resolution process as my case study. To fully understand the impact of the application of worldview conflict analysis, it must be applied in an on-going dispute resolution process. For this initial research, however, I wanted to be able to examine the application of the analysis, not the impact of the analysis on the parties to the dispute resolution process. As a result, the method of worldview conflict analysis developed for this research was intentionally applied in a completed dispute resolution process.

Lessons Learned

I chose to use the Coalition's lobbying campaign as my case study because of my own experience of the negative effects of an unaddressed worldview conflict. In 2009, I helped facilitate a lobbying campaign for a national church. At that time, I experienced impeded communication between our lobbyists and the legislators. During this campaign, I rarely felt like the legislators were hearing us. More commonly, I felt like we were speaking different languages. This experience left me feeling ineffectual as a lobbyist and wondering how the process could be done more effectively.

Studying in the field of dispute resolution, I came to realize that the impeded communication I experienced in 2009 was actually the effects of an unaddressed worldview conflict. Coming to this realization, I chose to apply worldview conflict analysis to a lobbying campaign in my thesis in order to better understand what I had experienced in 2009. As a result, I have drawn some personal lessons from this research.

The primary lesson that I drew from this research was to be open to the results of worldview conflict analysis. When I began this research, I made assumptions about the Coalition's and the Ministers' worldviews. These assumptions stemmed from my affiliation with the Coalition's lobbying campaign and my own perception of the Ministers as the bad-guy in that campaign. I had assumed that the Coalition's worldview would be grounded in a sense of independence from government, perceiving the government as the enemy in all circumstances. Conversely, I had assumed that the Ministers' worldview would be grounded in a singular concern for economic growth. Neither of these assumptions proved to be true. By being open to the more complex definitions of the Coalition's and the Ministers' worldviews that came out of my research, I also became open to a more positive perception of the Ministers.

Understanding the worldview of the other party to a dispute resolution process seems to build empathy. A problem with worldview conflict is the negative perception that it fosters between the parties to a dispute resolution process. These negative perceptions occur because one or both parties use their blaming language to blame the other for the dispute. Beginning this research, I sided with the Coalition and had a negative perception of the Ministers. Having defined the Ministers' worldview, however, I have found it impossible to maintain this negative perception. It is difficult to maintain a negative perception of an individual or group after comprehending what motivation they have for their positions. Applying worldview conflict analysis to dispute resolution processes, as a result, may have the effect of improving parties' perceptions of each other, which could be one of the ways that the application of worldview conflict analysis could help parties to communicate without negotiating reality. In this research, I

discovered this, as well as, other findings that could inform future worldview conflict theory research on the application of worldview conflict analysis.

Recommendations for Future Research

The first recommendation that I would make for future worldview conflict theory research on the application of worldview conflict analysis would be to test the application within an ongoing dispute resolution process. In this thesis, because of the parameters of graduate level research, I applied worldview conflict analysis to a case study. In order to bind my case study in time, I had to choose a dispute resolution process that was already complete. As a result, I applied the method of worldview conflict analysis developed for this research to a dispute resolution process that was complete. To clearly determine the applicability of worldview conflict analysis in dispute resolution processes, the analysis should be applied in an ongoing dispute resolution process.

The second recommendation that I would make for future worldview conflict analysis research would be to refine the process of worldview conflict analysis as research proceeds. For this research, I was required to develop my own method of worldview conflict analysis, because no method had yet been developed in worldview conflict theory research (Nudler, 1990; Nudler, 1993; Docherty, 1996; Blechman, Crocker, Docherty, & Garon, 2000; Docherty, 2001). As a result, the method used in this thesis was developed specifically for the circumstances of my case study. With further research, it is possible that a method of worldview conflict analysis could be developed that could be applied more broadly in conventional dispute resolution processes. Future research could examine how to apply worldview conflict analysis as a form of analysis applicable across the field of dispute resolution.

Conclusion

In this thesis, I was able to verify that the Coalition and the Ministers were experiencing a worldview conflict during the Coalition's lobbying campaign. Through the application of the method of worldview conflict analysis developed for this research, I was also able to find small similarities between the parties' worldviews and show how those similarities could possibly allow the parties to communicate without negotiating reality. To do this, I began in Chapter One with an introduction of my thesis research and my research questions. In Chapter Two, I explained why previous worldview conflict theorists have suggested developing a method of worldview conflict analysis to address worldview conflicts in conventional dispute resolution processes. In Chapter Three, I provided details of the Coalition's lobbying campaign against the changes to the TFWP announced by the Ministers on October 9, 2009, which was selected as the case study for this research. In Chapter Four, I presented my research design, including an explanation of the method of worldview conflict analysis developed for this research. Finally, in Chapter Five, I presented the results and analysis of my research and answered my research questions. As a first step in worldview conflict theory research on the application of worldview conflict analysis, my ability to develop a method of worldview conflict analysis and apply it successfully in my case study suggests that it will be possible, with further research, to determine if worldview conflict analysis can be used to address worldview conflicts in affected conventional dispute resolution processes.

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Appendix A

Member Organizations for the Coalition for Change for Caregivers and Temporary Foreign Workers

Adhika – Philippine Development Concerns
Agricultural Workers Alliance
Asian Community AIDS Services
Campaign 2000
Canadian Arab Federal
CAW Canada
Canadian Council for Refugees
Canadian Farmworkers Union
Canadian Hispanic Congress
Canadian Labour Congress
The Canadian Society of Immigration Practitioners Inc.
Caregivers Action Centre
Caregiver Connections Education and Support Organization
Centre for Philippine Concerns
Centre des Travailleurs et Travailleuses Immigrants
Chinese Canadian National Council
Colour of Poverty Campaign
Community Alliance for Social Justice
Council of Agencies Serving South Asians
Council of Canadians
CUPE National
CUPE Ontario
CUPE Toronto District Council
CUPE 3913
Dignidad Migrante
Filipino Centre – Toronto
Filipino Ministerial Fellowship
Fuerza/Powersa
The Gateway Centre for New Canadians
Good Jobs for All Coalition
Health for All
Immigrant Workers Centre – Montreal
Independent Workers Association
Interim Place
Justice for Migrant Workers
Law Union of Ontario
Law Union of Ontario, Local 3393
Law Union of Ontario, Local 3907
Law Union of Ontario, Local 4308
Manitoba Migrant Worker Solidarity Network

Migrante - Alberta
Migrante – Ontario
No One Is Illegal – Montreal
No One Is Illegal - Toronto
Occupational Health Centre – Manitoba
Ontario Association of Interval and Transition Houses
Ontario Federation of Labour
Parkdale Community Legal Services
PINAY
Portuguese National Congress
Progressive Intercultural Community Services (PICS) Society – BC
Ryerson Women’s Centre
Santiaginan Association of Ontario
SEIU Local 2
Silayan Community Centre
Sistering – A Women’s Place
Social Planning Toronto
Solidarity Across Borders – Montreal
Somali Canadian Diaspora Alliance
South Asian Legal Clinic of Ontario
Student Christian Movement of Canada
UFCW Canada
UFCW Local – 175
UFCW Local – 832
UFCW Local – 1000a
UFCW Local – 1118
UFCW Local – 1400
UFCW Local – 1518
UNITE-HERE
United Steelworkers National Office
United Steelworkers Toronto Area Council
Workers Action Centre

Sources:

(Coalition for Change for Caregivers and Temporary Foreign Workers, 2009)
(Workers Action Centre, n.d.b)