Chapter 16
The Role of AI in Conflict Resolution and Negotiation

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ABSTRACT

This paper aims to analyze the current turn of Artificial Intelligence (AI) in conflict resolution and negotiation analyzing its implications on the theoretical and practical level. This accomplishes the goal of the study, which was to investigate how AI might improve post-elite ethical, effective, and positive dispute resolution choices. A survey of the literature, the use of scenarios to demonstrate AI applied to conflict situations,

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expert interviews with ten different people, an ethical evaluation, and quantitative assessments make up the areas of work. The findings suggest that although AI has amazing techniques in these areas, there are important ethical conundrums that need to be cleared up in order to enable its proper implementation.

1. INTRODUCTION

Disputing and bargaining are classic aspects of human Interpersonal interaction that require emotional intelligence, human hunch, bargaining power and cultural sensitivity. But these procedures have dramatically evolved, owed to artificial intelligence (AI) breakthrough. What this means for human negotiators is the provision of significant new information. Natural language processing (NLP), machine learning, and decision support systems are examples of artificial intelligence (AI) technologies that show a great deal of potential for enhancing these processes. They can evaluate large data sets to identify trends, project outcomes, and suggest the best course of action. AI can also be helpful when it comes to being an intermediary since it cannot personally benefit from the sale.as free from bias in this form of a prejudice decision rather offering them based on rationale facts as the data allowed to enhance the relevance and effectiveness of discussions. But there is something wrong in terms of ethics involved in applying AI in negotiation/dispute resolution, bias in the AI algorithms, and the black box also on the AI decision-making processes, the concern of overdependency on AI and; liability problems. These challenges underscore the importance of ensuring that AI systems are created and implemented in an equitable, transparent, and morally sound manner. This research explores the use of AI in negotiation and conflict settlement in order to understand the present state of AI integration, the benefits and challenges of its application, and the ethical considerations that arise. The study uses a mixed-methods approach that incorporates literature reviews, case studies, expert interviews, and data analysis to provide a comprehensive picture of AI's influence on various disciplines. It is critical to understand how negotiation and dispute resolution works through the use of AI in a world that may be explained by the fact that technology is gradually entering people's lives. This paper focuses on the chance and challenges posed by machine learning and its integration in to systems that were once primarily manned proficiency that augments the literature on the impact of AI in these essential areas (Deutsch et al. 2014)