



# CONFLICT RESOLUTION

*A listing of materials available at the Justice Institute Library*

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## GENERAL BOOKS

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**Accounts of Interpersonal Conflict: The Centrality of Emotions** by Harilaos Stefanakis. Guelph, Ont.: University of Guelph. (BF 637 I48 S743 1992)

**Achieving Consensus: Tools and Techniques** by Eileen Flanigan and Jon Scott. Menlo Park, Calif.: Crisp Publications. (HD 66 S368 1996)

**ADR in the Corporate Environment: A Practical Guide for Designing Alternative Dispute Resolution Systems** by M. Therese Reilly and Deborah L. MacKenzie. North York, Ont.: CCH Canadian. (HD 42 R453 1999)

**Advances in Understanding International Peacemaking** prepared by Anne-Marie Smith. Washington, D.C.: United States Institute of Peace. (JZ 5597 S53 1998)

**All Her Paths Are Peace: Women Pioneers in Peacemaking** by Michael Henderson. West Hartford, Conn.: Kumarian Press. (JX 1962 A2 H46 1994)

**Alternative Dispute Resolution: A Canadian Perspective.** Ottawa: Canadian Bar Association Task Force on Alternative Dispute Resolution. (KE 8615 C223 1989)

**Alternative Dispute Resolution: A Conflict Diagnosis Approach** by Laurie S. Coltri. Boston: Prentice Hall. (HM 1126 C655 2010)

**Alternative Dispute Resolution: A Resource Guide.** Washington, D.C.: U.S. Office of Personnel Management, Office of Workforce Relations. (KF 9084 A943 1999)

**Alternative Dispute Resolution Annotated Bibliography** by Jade C. Cole. Ottawa: Dept. of Justice, Research and Statistics Directorate. (KE 484 A4 C645 1993)

**Alternative Dispute Resolution for Organizations: How to Design a System for Effective Conflict Resolution** by Allan J. Stitt. Etobicoke, Ont.: J. Wiley. (HD 42 S74 1998)

**Alternative Dispute Resolution for the Community: An Annotated Bibliography** by John Lover and Andrew Pirie. Victoria, B.C.: UVic Institute for Dispute Resolution. (K 2390 L694 1990)

**Alternative Dispute Resolution in British Columbia: A Community Needs Assessment: A Report for the UVic Institute for Dispute Resolution** by Shelly D. Eisler and Tina Kelly. Victoria, B.C.: UVic Institute for Dispute Resolution. (KEB 549 E385 1990)

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- Alternative Dispute Resolution Mechanisms for Prisoner Grievances: A Reference Manual for Averting Litigation.** Washington, D.C.: National Institute of Corrections. (HV 8763 A383 1984)
- Alternative Dispute Resolution: Skills, Science, and the Law** by Andrew J. Pirie. Toronto, Ont.: Irwin Law. (KE 8615 P573 2000)
- The Anatomy of Peace: Resolving the Heart of Conflict** by the Arbinger Institute. San Francisco, CA: Berrett-Koehler Publishers. (HM 1126 A53 2006)
- Annotated Bibliography of Conflict Analysis and Resolution.** Fairfax, Va.: Institute for Conflict Analysis and Resolution, George Mason University. (HD 42 A553 1995)
- Asserting Yourself in Conflict Situations.** New Westminster, B.C.: Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 575 A85 H32 2006) (Shelved in Course manuals section.)
- B.C. Directory of Dispute Resolution Practitioners.** Victoria, B.C.: British Columbia Ministry of Attorney General, Community Justice Branch. (KEB 567.5 B133 1996) (Shelved in Directories section. For Library use only.)
- Becoming a Conflict Competent Leader: How You and Your Organization Can Manage Conflict Effectively** by Craig E. Runde and Tim A. Flanagan. San Francisco, CA: Jossey-Bass. (HD 57.7 R86 2007)
- Beyond Blame: A New Way of Resolving Conflicts in Relationships** by Jeffrey A. Kottler. San Francisco, Calif.: Jossey-Bass Publishers. (BF 637 I48 K68 1994)
- Beyond Machiavelli: Tools for Coping with Conflict** by Roger Fisher, Elizabeth Kopelman, and Andrea Kupfer Schneider. Cambridge, Mass.: Harvard University Press. (JX 4473 F57 1994)
- Beyond Neutrality: Confronting the Crisis in Conflict Resolution** by Bernard Mayer. San Francisco, Calif.: Jossey-Bass. (HM 1126 M39 2004)
- Beyond the Courtroom: Programs in Community Justice and Conflict Resolution** by Benedict S. Alper and Lawrence T. Nichols. Lexington, Mass.: Lexington Books. (KF 9223 A937 1981)
- Breaking Cycles of Violence: Conflict Prevention in Intrastate Crises** by Janie Leatherman. West Hartford, Conn.: Kumarian. (JC 328.6 B725 1999)
- Breaking Robert's Rules: The New Way to Run Your Meeting, Build Consensus, and Get Results** by Lawrence E. Susskind and Jeffrey L. Cruikshank. New York: Oxford University Press. (HM 746 S87 2006)
- Breaking the Impasse: Consensual Approaches to Resolving Public Disputes** by Lawrence Susskind and Jeffrey Cruikshank. New York: Basic Books. (HD 42 S87 1987)
- Bridging Troubled Waters: Conflict Resolution from the Heart** by Michelle LeBaron. San Francisco, Calif.: Jossey-Bass. (HM 1126 L4 2002)

- Building Conflict Competent Teams** by Craig E. Runde and Tim A. Flanagan. San Francisco: Jossey-Bass. (HD 66 R86 2008)
- Building Consensus for a Sustainable Future: Guiding Principles: An Initiative Undertaken by Canadian Round Tables, August 1993.** Royal Bank of Canada: National Round Table on the Environment and the Economy. Jane Hawkrigg Enterprises Ltd. (HM 131 B833 1993)
- Building Consensus for a Sustainable Future: Putting Principles Into Practice** by Gerald W. Cormick. Ottawa, Ont.: National Round Table on the Environment and the Economy. (HM 131 B77 1996)
- Building Peace: Practical Reflections from the Field** edited by Craig Zelizer and Robert A. Rubinstein. Sterling, VA: Kumarian Press. (JZ 5538 B847 2009)
- Building Peace: Sustainable Reconciliation in Divided Societies** by John Paul Lederach. Washington, D.C.: United States Institute of Peace Press. (KZ 5538 L43 1997)
- Bullies, Tyrants, and Impossible People: How to Beat Them without Joining Them** by Ronald M. Shapiro, Mark A. Jankowski and James Dale. New York: Crown Business. (BF 637 I48 S523 2005)
- Building the Caseload: Report from the Conflict Resolution Service, St. Stephen's Community House** by Nathalie Rockhill. Waterloo, Ont.: Fund for Dispute Resolution. (HN 46 C34 R624 1993)
- Building Your Communication Toolbox.** New Westminster, B.C.: Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 637 I48 Z34 2006) (Shelved in Course manuals section.)
- Charting the Course: Report of the Canadian Forum on Dispute Resolution.** Ottawa, Ont.: Department of Justice, Canada. (KE 484 A4 C264 1995)
- Choices in Approaching Conflict: Understanding the Practice of Alternative Dispute Resolution** by Charles Ewert ... [et al.]. Toronto: Emond Montgomery Publications. (HM 1126 C46 2010)
- Collaborative Approaches to Resolving Conflict** by Myra Warren Isenhardt and Michael Spangle. Thousand Oaks, Calif.: Sage Publications. (HM 1126 I74 2000)
- Communication and Conflict Resolution Skills for Nursing Homes: A Training Series in Five Modules** by Hoy Steele. Washington, D.C.: National Institute for Dispute Resolution. (BF 637 C55 S743 1993)
- Community Conflict Skills: A Handbook for Anti-Sectarian Work in Northern Ireland** by Mari Fitzduff. Cookstown, Northern Ireland: Community Conflict Skills Project. (BF 637 I48 C643 1988)
- Community Disorders and Policing: Conflict Management in Action** edited by Tony F. Marshall. London, England: Whiting & Birch. (HV 7936 C83 C65 1992)

**Community Dispute Resolution, Empowerment and Social Justice: The Origins, History and Future of a Movement** by Paul Wahrhaftig. Washington, DC: NAFCM. (K 2390 W354 2004)

**Community Dispute Resolution Programs and Public Policy** by Daniel McGillis. Washington, D.C.: National Institute of Justice. (KF 9084 M143 1986)

**Complex Problems, Negotiated Solutions: Tools to Reduce Conflict in Community Development** by Michael Warner. London, England: ITDG Publishing. (HN 49 C6 W37 2001)

**Conflict and Consensus: A General Theory of Collective Decisions** by Serge Moscovici and Willem Doise. Thousand Oaks, Calif.: Sage Publications. (HM 24 M62413 1994)

**Conflict and Reconciliation: The Contribution of Religions** edited by John W. Bowker. Toronto: Key Pub. House. (BL 65 P4 C66 2008)

**Conflict Coaching: Conflict Management Strategies and Skills for the Individual** by Tricia S. Jones and Ross Brinkert. Los Angeles: Sage Publications. (HM 1126 J66 2008)

**Conflict, Cooperation and Justice: Essays Inspired by the Work of Morton Deutsch** by Barbara Benedict Bunker, Jeffrey Z. Rubin, and Morton Deutsch. San Francisco, Calif.: Jossey-Bass. (HM 216 C657 1995)

**Conflict in Organizational Groups: New Directions in Theory and Practice** edited by Kristin J. Behfar and Leigh L. Thompson. Evanston, Ill.: Northwestern University Press: Kellogg School of Management. (HD 42 C648 2007)

**Conflict in Organizations: Practical Solutions Any Manager Can Use** by Steve Turner and Frank Weed. Englewood Cliffs, N.J.: Prentice-Hall. (HD 42 T87 1983)

**Conflict in Personal Relationships** edited by Dudley D. Cahn. Hillsdale, N.J.: L. Erlbaum Associates. (BF 637 I48 C64 1994)

**Conflict Is for the Birds: Understanding Your Conflict Management Style** by Gayle Wiebe Oudeh and Nabil Oudeh. Ottawa: CCR International Pub. (HD 42 O93 2006)

**Conflict Management & Conflict Resolution in Corrections** by Thomas F. Christian. Lanham, Md.: American Correctional Association. (HV 8763 C54 1998)

**Conflict Management for Juvenile Treatment Facilities: A Manual for Training and Program Implementation** by Meg Holmberg and Jim Halligan. San Francisco, Calif.: Community Board Program. (HV 9105 C2 C653 1992)

**Conflict Management Skills for Law Enforcement** by Terri M. Geerinck and Geoff J. Stark. Toronto, Ont.: Prentice Hall. (HV 7936 P75 G433 2003)

**Conflict Management: The Courage to Confront** by Richard J. Mayer. Columbus, Ohio: Battelle Press. (HD 42 M39 1995)

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- Conflict: Managing it Effectively** by Jim Murphy. Lanham, Md.: American Correctional Association. (HV 9469 M87 1998)
- Conflict Resolution.** New Westminster, B.C.: Justice Institute of British Columbia, Centre for Conflict Resolution Training. (BF 637 I48 C66 2007) (Shelved in Course manuals section. For Library use only.)
- Conflict Resolution: An Introductory Text** by Desmond Ellis and Dawn Anderson. Toronto: Emond Montgomery Publications. (HM 1126 E44 2005)
- Conflict, Resolution and Diversity: A Manual of Participatory Activities** by Ellen J. DeBenedetti. Amherst, Mass.: National Association for Mediation in Education. (HD 42 D434 1993)
- Conflict Resolution for Law Enforcement: Street-Smart Negotiating** by Kyle E. Blanchfield, Thomas A. Blanchfield, and Peter D. Ladd. Flushing, NY: Looseleaf Law Publications. (HV 8142 B53 2008)
- Conflict Resolution for the Helping Professions** by Allan Edward Barsky. Belmont, CA: Thomson Brooks/Cole. (HM 1126 B37 2007)
- Conflict Resolution from the Inside Out: Helping Teens Manage Conflict in the Real World** by Rebecca Carman. Hawthorne, N.Y.: Bureau for At-Risk Youth. (BF 637 I48 C273 2007)
- Conflict Resolution: How ADR Helps Community Associations: A Guide for Association Practitioners** by Mary Avgerinos. Alexandria, VA: Community Associations Press. (KF 576 A98 2004)
- Conflict Resolution in the Workplace.** Vancouver, B.C.: Centre for Conflict Resolution Training, Justice Institute of British Columbia. (BF 637 M4 C657 1990) (Shelved in course manuals section. Non-circulating.)
- Conflict Resolution: Mediation Tools for Everyday Worklife** by Daniel Dana. New York: McGraw-Hill. (HD 42 D358 2001)
- Conflict Resolution Syllabi Anthology 1997** by Juliana Birkhoff. Washington, D.C.: National Institute of Dispute Resolution. (HM 132 B574 1997)
- Conflict Resolution Theory and Practice: Integration and Application** by Dennis J.D. Sandole and Hugo van der Merwe. New York: St. Martin's Press. (HD 42 C674 1993)
- Conflict Resolution: Theory, Research, and Practice** by James A. Schellenberg. Albany, N.Y.: State University of New York Press. (HM 136 S282 1996)
- The Conflict Resolution Toolbox: Models & Maps for Analyzing, Diagnosing, and Resolving Conflict** by Gary T. Furlong. Mississauga, Ont.: Wiley & Sons Canada. (HM 1126 F873 2005)
- The Conflict Resolution Training Program: Leader's Manual** by Prudence Bowman Kestner and Larry Ray. San Francisco, Calif.: Jossey-Bass. (HM 1126 K487 2002)

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**The Conflict Resolution Training Program: Participant's Workbook** by Prudence Bowman Kestner and Larry Ray. San Francisco, Calif.: Jossey-Bass. (HM 1126 K488 2002)

**Conflict Style Inventory** by Marshall Sashkin. Amherst, Ma.: Human Resource Development Press. (HM 136 S285 1995 — 2 vols. Report + Trainers Guide)

**Confronting without Offending** by Deborah Smith Pegues. Eugene, Or.: Harvest House Publishers. (BV 4597.53 C58 P43 2009)

**The Consensus Building Handbook: A Comprehensive Guide to Reaching Agreement** edited by Lawrence Susskind, Sarah McKearnan, and Jennifer Thomas-Larmer. Thousand Oaks, Calif.: Sage Publications. (HM 746 C66 1999)

**Consensus through Conversation: How to Achieve High-Commitment Decisions** by Larry Dressler. San Francisco: Berrett-Koehler Publishers. (HD 30.23 D737 2006)

**Constructive Conflict Management: Managing to Make a Difference** by John Crawley. San Diego, Calif.: Pfeiffer & Company. (HD 42 C73 1993)

**Constructive Conflicts: From Escalation to Resolution** by Louis Kriesberg. Lanham, Md.: Rowman & Littlefield. (HM 1121 K75 2007)

**Contemporary Conflict Resolution: The Prevention, Management and Transformation of Deadly Conflicts** by Oliver Ramsbotham, Tom Woodhouse, and Hugh Miall. Malden, Mass.: Polity. (JZ 6010 R263 2005)

**Controlling the Costs of Conflict: How to Design a System for Your Organization** by Karl A. Slaikeu and Ralph H. Hasson. San Francisco, Calif.: Jossey-Bass. (HD 42 S59 1998)

**Coping Through Conflict Resolution and Peer Mediation** by Carolyn Simpson. Center City, Mn.: Hazelden. (HM 136 S637 1998)

**Corporate Circles: Transforming Conflict and Building Trusting Teams** by Maureen F. Fitzgerald. Vancouver: Quinn Pub. (HD 42 F58 2006)

**The Corporate Counsel Guide to Dispute Resolution** by Genevieve A. Chornenki. Aurora, Ont.: Canada Law Book. (KE 8615 C463 1999)

**Court Dispute Resolution Processes: The Application of Alternate Dispute Resolution in the Courts** by Lee Axon and Robert G. Hann. Ottawa, Ont.: Department of Justice Canada. (KE 484 A4 A965 1995)

**Court-Referred ADR in New York State: Final Report of the Chief Judge's New York State Court Alternative Dispute Resolution Project.** New York: The Project. (KFN 6093 N483 1996)

**The Coward's Guide to Conflict: Empowering Solutions for Those Who Would Rather Run Than Fight** by Tim Ursiny. Naperville, Ill.: Sourcebooks. (BF 637 I48 U773 2003)

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**The Crossroads of Conflict: A Journey into the Heart of Dispute Resolution** by Kenneth Cloke.  
Calgary: Janus Publications Inc. (HM 1126 C556 2006)

**Dealing with an Angry Public: The Mutual Gains Approach to Resolving Disputes** by Lawrence Susskind and Patrick Field. New York: Free Press. (HD 59.6 U6 S87 1996)

**Dealing with Anger.** New Westminster, B.C.: Justice Institute of British Columbia, Centre for Conflict Resolution Training. (BF 574 A5 H645 2005) (Shelved in Course manuals section.)

**Designing Conflict Management Systems: A Guide to Creating Productive and Healthy Organizations** by Cathy A. Costantino and Christina Sickles Merchant. San Francisco, Calif.: Jossey-Bass Publishers. (HD 42 C68 1996)

**Developing Your Conflict Competence: A Hands-On Guide for Leaders, Managers, Facilitators, and Teams** by Craig E. Runde and Tim A. Flanagan. San Francisco: Jossey-Bass. (HD 42 R864 2010)

**Dialogue and the Art of Thinking Together: A Pioneering Approach to Communicating in Business and Life** by William Isaacs. New York: Currency. (HD 30.3 I8 1999)

**Dictionary of Conflict Resolution** compiled and edited by Douglas H. Yarn. San Francisco, Calif.: Jossey-Bass. (KF 9085 A68 D53 1999) (Shelved in Reference section. For library use only)

**Difficult Conversations: How to Discuss What Matters Most** by Douglas Stone, Bruce M. Patton, and Sheila Heen. New York: Viking. (BF 637 C45 S78 1999)

**Directory of Canadian Dispute Resolution Programs** edited by Dean Peachey. Kitchener, Ont.: Network for Community Justice and Conflict Resolution. (KE 8618 D573 1988) (Shelved in Directories section. For Library use only.)

**Discussing the Undiscussable: A Guide to Overcoming Defensive Routines in the Workplace** by William R. Noonan. San Francisco: Jossey-Bass/Wiley. (HD 42 N66 2007)

**A Discussion of the Potential Cost-effectiveness and Efficiency of Alternative Dispute Resolution** by Jade C. Cole. Ottawa, Ont.: Dept. of Justice, Research and Statistics Directorate. (KE 484 A4 C644 1993)

**Dispute Resolution: A Directory of Methods, Projects and Resources.** Edmonton, Alberta: Alberta Law Reform Institute. (KE 8615.18 D587 1990)

**Dispute Resolution and Policing: A Collaborative Approach Toward Effective Problem Solving** by Ronald W. Glensor and Alissa J. Stern. Washington, D.C.: Police Executive Research Forum. (HV 7921 G545 1995)

**Dispute Resolution and the Courts: An Annotated Bibliography** compiled by Deborah Croom. Washington, D.C.: National Institute for Dispute Resolution. (KF 9084 A1 C76 1989)

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- Dispute Resolution and You: What You Need to Know** by Andrew J. Pirie and Dinah J. Stanley. Vancouver, B.C.: Law Foundation of British Columbia. (KEB 549 P574 1993) (Shelved in Directories section. Non-circulating.)
- Dispute Resolution Education and Training: A Video Reference Guide** by Jay Folberg and Karen E. Claus. Washington, D.C.: National Institute for Dispute Resolution. (BF 637 M4 F643 1989)
- Dispute Resolution in Canada: A Survey of Activities and Services.** The Network: Interaction for Conflict Resolution. Ottawa, Ont.: Department of Justice Canada, Research, Statistics and Evaluation Directorate. (KE 8618 D587 1995)
- Dispute Resolution: Readings and Case Studies** compiled by Julie Macfarlane. Toronto, Ont.: Emond Montgomery Pub. (KE 8615 D583 2003)
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- The Dynamics of Conflict Resolution: Practitioner's Guide** by Bernard S. Mayer. San Francisco, Calif.: Jossey-Bass Publishers. (BF 637 I48 M39 2000)
- Educating for a Civilization of Peace: Proceedings of the 2007 International Education for Peace Conference** edited by S. Clarke-Habibi. Vancouver, B.C.: International Education for Peace Institute. (JZ 5534 I584 2008)
- Eight Essential Steps to Conflict Resolution: Preserving Relationships at Work, at Home, and in the Community** by Dudley Weeks. New York: J.P. Tarcher/Perigee. (HM 136 W38 1994)
- Engaging Communication in Conflict: Systemic Practice** by Stephen W. Littlejohn and Kathy Domenici. Thousand Oaks, Calif.: Sage Publications. (HM 1126 L57 2001)
- Ensuring Competence and Quality in Dispute Resolution Practice** by Robert M. Jones. Washington, D.C.: Society of Professionals in Dispute Resolution. (KF 9084 E573 1995)
- Everyone Wins! Cooperative Games and Activities** by Sambhava Luvmour and Josette Luvmour. Philadelphia, Pa.: New Society Publishers. (GV 1203 L89 1990)
- Face It: Recognizing and Conquering the Hidden Fear that Drives All Conflict at Work** by Art Horn. Toronto, Ont.: Amacom. (HF 5548.8 H674 2004)
- Facilitator's Guide to Participatory Decision-Making** by Sam Kaner. San Francisco, CA: Jossey-Bass. (HD 30.23 K2753 2007)
- Financing Dispute Resolution** by Christopher Honeyman. Madison, Wis.: Wisconsin Employment Relations Commission. (K 579 D5 H654 1995)
- A Force More Powerful: A Century of Nonviolent Conflict** by Peter Ackerman and Jack DuVall. New York: St. Martin's Press. (HM 1281 A25 2000)

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**The Forgiveness Factor: Stories of Hope in a World of Conflict** by Michael Henderson. Salem, Or.: Grosvenor Books. (D 842 H46 1996)

**Fostering Dialogue Across Divides: A Nuts and Bolts Guide from the Public Conversations Project** by Maggie Herzig and Laura Chasin. Watertown, Mass.: Public Conversations Project. (HM 1126 H474 2006)

**From Conflict to Creativity: How Resolving Workplace Disagreements Can Inspire Innovation and Productivity** by Sy Landau, Barbara Landau and Daryl Landau. San Francisco, Calif.: Jossey-Bass. (HM 1126 L35 2001)

**The Function of the Police in Crisis Intervention and Conflict Management: A Training Guide** by Morton Bard. Washington, D.C.: Dept. of Justice. (RC 489 C7 B3)

**The Functions of Social Conflict** by Lewis A. Coser. Glencoe, Ill.: Free Press. (HM 1121 C74 1956)

**Getting Disputes Resolved: Designing Systems to Cut the Costs of Conflict** by William L. Ury, Jeanne M. Brett, and Stephen B. Goldberg. San Francisco, Calif.: Jossey-Bass. (HD 42 U79 1988)

**Getting What You Want: How to Reach Agreement and Resolve Conflicts Every Time** by Kare Anderson. New York: Plume. (BF 637 N4 A5 1994)

**Good Governance and Conflict Management: A Framework for Conflict Analysis and Resolution** by Alex Grzybowski and Stephen Owen. Victoria, B.C.: Institute for Dispute Resolution, University of Victoria. (HM 1126 G798 2001)

**The Handbook for Working with Difficult Groups: How They are Difficult, Why They are Difficult and What You Can Do About it** edited by Sandy Schuman. San Francisco, CA: Jossey-Bass. (HD 42 H357 2010)

**The Handbook of Conflict Resolution: Theory and Practice** edited by Morton Deutsch, Peter T. Coleman, and Eric C. Marcus. San Francisco, Calif.: Jossey-Bass. (HM 1126 H35 2006)

**The Handbook of Dispute Resolution** edited by Michael L. Moffitt and Robert C. Bordone. San Francisco, CA: Jossey-Bass. (KF 9084 H36 2005)

**Handbook of Solution-Focused Conflict Management** by Fredrike Bannink. Cambridge, MA: Hogrefe. (HD 42 B36 2010)

**Healing the Workplace: The RCMP Experience with Alternative Dispute Resolution** by David F. Sunahara. Ottawa, Ont.: Canadian Police College. (HV 7936 T8 S864 2002)

**The Heart of Conflict** by Brian Muldoon. New York: G.P. Putnam's. (HM 1126 M827 1996)

**The Heart of Conflict: A Spirituality of Transformation** by Elinor D.U. Powell. Kelowna, B.C.: Northstone. (HM 1126 P684 2003)

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**Hidden Conflict in Organizations: Uncovering Behind-the-Scenes Disputes** by Deborah M. Kolb and Jean Bartunek. Newbury Park, Calif.: Sage Publications. (HM 136 H46 1992)

**The High-Conflict Couple: A Dialectical Behavior Therapy Guide to Finding Peace, Intimacy & Validation** by Alan E. Fruzzetti. Oakland, CA: New Harbinger Publications. (BF 637 I48 F78 2006)

**High Conflict People in Legal Disputes** by Bill Eddy. Calgary: Janis publications. (K 126 E34 2005)

**Hostage At the Table: How Leaders Can Overcome Conflict, Influence Others, and Raise Performance** by George Kohlrieser. San Francisco: Jossey-Bass. (HD 42 K64 2006)

**How People Tick: A Guide to Over 50 Types of Difficult People and How to Handle Them** by Mike Leibling. Philadelphia: Kogan Page. (BF 637 I48 L55 2009)

**I Hate Conflict! Seven Steps to Resolving Differences with Anyone in Your Life** by Lee Raffel. New York: McGraw-Hill. (HM 1126 R34 2008)

**Innovative Dispute Resolution: The Alternative** by Richard H. McLaren and John P. Sanderson. Scarborough, Ont.: Carswell. (KE 8615 M145 1994) (Shelved in Reference section. For Library use only.)

**Interactive Conflict Resolution** by Ronald J. Fisher. Syracuse, N.Y.: Syracuse University Press. (JZ 6045 F57 1997)

**The Intimate Enemy: How to Fight Fair in Love and Marriage** by George Bach and Peter Wyden. New York: Avon. (HQ 728 B33 1968)

**Introduction to Type and Conflict** by Damian Killen and Danica Murphy. Palo Alto, Calif.: CPP, Inc. (BF 698.3 K554 2003)

**Ironing It Out: Seven Simple Steps to Resolving Conflict** by Charles P. Lickson. Menlo Park, Calif.: Crisp Publications. (HM 136 L523 1996)

**It Unfolded Quite Wonderfully: A History of the Certificate in Conflict Resolution at the Justice Institute of British Columbia, 1983-1993** by Nym Hughes. Burnaby, B.C.: Simon Fraser University, Faculty of Education. (HM 134 H845 2009)

**"It's All Your Fault!": 12 Tips for Managing People Who Blame Others for Everything** by Bill Eddy. California: Janis Publications. (HM 1126 E339 2008)

**The Jossey-Bass Academic Administrator's Guide to Conflict Resolution** by Sandra I. Cheldelin and Ann F. Lucas. San Francisco, Calif.: Jossey-Bass. (LB 2331.68 C54 2004)

**The Journey Toward Reconciliation** by John Paul Lederach. Scottsdale, Pa.: Herald Press. (BV 4597.53 C58 L45 1999)

**The Joy of Conflict Resolution: Transforming Victims, Villians and Heroes in the Workplace and at Home** by Gary Harper. Vancouver, B.C.: NSP. (HM 1126 H276 2004)

**Justice Institute of British Columbia Centre for Conflict Resolution Training: 1996 Participant Survey Results: Survey and Report** prepared by Keith Wilkinson Consulting. Vancouver, B.C.: Keith Wilkinson Consulting. (HM 134 J873 1996)

**Justice Without Law? Resolving Disputes Without Lawyers** by Jerold S. Auerbach. New York: Oxford University Press. (KF 9084 A94 1983)

**The Leader as Martial Artist: An Introduction to Deep Democracy** by Arnold Mindell. San Francisco, Calif.: HarperSanFrancisco. (HM 1126 M53 1992)  
*Techniques and strategies for resolving conflict and creating community.*

**Leading through Conflict: How Successful Leaders Transform Differences into Opportunities** by Mark Gerzon. Boston, Mass.: Harvard Business School. (HD 42 G47 2006)

**Learning from Conflict: A Handbook for Trainers and Group Leaders** by Lois Borland Hart. Amherst, Ma.: Human Resource Development Press. (BF 503 H277 1991)

**Learning to Manage Conflict: Getting People to Work Together Productively** by Dean Tjosvold. Toronto, Ont.: Maxwell Macmillan Canada. (HD 42 T583 1993)

**Listening to Conflict: Finding Constructive Solutions to Workplace Disputes** by Eric J. Van Slyke. New York: AMACOM. (HD 42 V36 1999)

**The Little Book of Conflict Transformation** by John Paul Lederach. Intercourse, Pa.: Good Books. (HM 1126 L43 2003)

**The Little Book of Cool Tools for Hot Topics: Group Tools to Facilitate Meetings When Things Are Hot** by Ron Kraybill & Evelyn Wright. Intercourse, PA: Good Books. (HM 751 K73 2006)

**The Little Book of Dialogue for Difficult Subjects: A Practical, Hands-On Guide** by Lisa Schirch and David Campt. Intercourse, PA: Good Books. (HM 1166 S34 2007)

**The Little Book of Strategic Peacebuilding** by Lisa Schirch. Intercourse, Pa.: Good Books. (JZ 5538 S355 2004)

**The Magic of Conflict: Turning a Life of Work into a Work of Art** by Thomas F. Crum. New York: Simon & Schuster. (BF 637 I48 C78 1987)

**Make Peace with Anyone: Breakthrough Strategies to Quickly End Any Conflict, Feud, or Estrangement** by David J. Lieberman. New York: St. Martin's Griffin. (BF 637 I48 L54 2003)

**Making Peace with Conflict: Practical Skills for Conflict Transformation** edited by Carolyn Schrock-Shenk and Lawrence Ressler. Scottdale, Pa.: Herald Press. (BV 4597.53 C58 M34 1999)  
*Deals with conflict in church congregations from Christian perspective.*

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- Managing Conflict from the Inside Out** by Marc Robert. Austin, Tex.: Learning Concepts. (HM 132 R56 1982)
- Managing Conflict through Communication** by Ruth Anna Abigail and Dudley D. Cahn. Boston, MA: Allyn and Bacon. (BF 637 I48 L85 2010)
- Managing Conflict with Direct Reports** by Barbara Popejoy and Brenda J. McManigle. Greensboro, N.C.: Center for Creative Leadership. (HD 42 P66 2002)
- Managing Differences: A Guide to Proactive Management Skills** by Geri McArdle. Menlo Park, Calif.: Crisp Publications. (HD 42 M127 1995)
- Managing Disagreement Constructively: Conflict Management in Organizations** by Herbert S. Kindler. Los Altos, Calif.: Crisp Publications. (HM 136 K553 1996)
- Managing Global Chaos: Sources of and Responses to International Conflict** edited by Chester A. Crocker and Fen Osler Hampson, with Pamela Aall. Washington, D.C.: United States Institute of Peace Press. (JX 4473 M35 1996)
- Managing Public Disputes: A Practical Guide for Government, Business, and Citizens' Groups** by Susan L. Carpenter and W.J.D. Kennedy. San Francisco, Calif.: Jossey-Bass. (HD 42 C37 2001)
- Managing Workplace Conflict** by Jean Lebedun. Virginia Beach, VA: AMI Coastal Training Technologies Corp. (HF 5548.8 L42 1998)
- A Manual for Resolving Large Group Conflicts** by Robin Barnett. San Francisco, Calif.: Community Board Center for Policy and Training. (BF 637 C55 M357 1986)
- Mastering the Conflict Game: Getting Ahead by Exploring the Hidden Life of Organizations** by Ghislaine Guérard. Cowansville, Québec: Éditions Y. Blais. (HD 42 G83 2008)
- Mediation and Conflict Resolution in Social Work and the Human Services** by Edward Kruk. Chicago, Ill.: Nelson-Hall. (HV 41 M388 1997)
- Membership Handbook** edited by Dean Peachey and Anne-Marie Tymec. Kitchener, Ont.: The Network: Interaction for Conflict Resolution. (KE 8615 N488 1989) (Shelved in Directories section. For Library use only.)
- A Miscellany of Disputes** by Derek Roebuck. Oxford, England: Holo Books, Arbitration Press. (K 183 R64 2000)  
*An anthology of stories about disputes resolved throughout history.*
- Moral Conflict: When Social Worlds Collide** by W. Barnett Pearce and Stephen W. Littlejohn. Thousand Oaks, Calif.: Sage Publications. (BF 637 I48 P43 1997)

**Multi-Track Diplomacy: A Systems Approach to Peace** by Louise Diamond and John McDonald.  
West Hartford, Conn.: Kumarian Press. (JX 1952 D525 1996)

**Must We Fight? From the Battlefield to the Schoolyard, a New Perspective on Violent Conflict and Its Prevention** edited by William L. Ury. San Francisco, Calif.: Jossey-Bass.  
(HM 1126 M87 2002)

**Never Call Them Jerks: Healthy Responses to Difficult Behavior** by Arthur Paul Boers ; foreword by David W. Augsburg. Bethesda, Md.: Alban Institute. (BV 652.9 B637 1999)

**On Dove's Wing: Life Story Narratives of Conflict Resolution Learners from the Justice Institute of British Columbia** by William Brent Hocking. Vancouver, B.C.: University of British Columbia.  
(KE 8615 H624 1996)

**Once Upon a Conflict: A Fairytale Manual of Conflict Resolution for All Ages** by Tom Leimdorfer.  
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**Online Dispute Resolution for Business: B2B, E-Commerce, Consumer, Employment, Insurance, and Other Commercial Conflicts** by Colin Rule. San Francisco, Calif.: Jossey-Bass.  
(K 2400 R847 2002)

**Online Dispute Resolution: Resolving Conflicts in Cyberspace** by Ethan Katsh and Janet Rifkin. San Francisco, Calif.: Jossey-Bass. (K 2390 K38 2001)

**Open Space Technology: A User's Guide** by Harrison Owen. Potomac, Md.: Abbott Publishing.  
(HD 30.29 O845 1992)

**The Origins of Violence: Approaches to the Study of Conflict** by Anatol Rapoport. New Brunswick, N.J.: Transaction Publishers. (U 21.2 R37 1995)

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**Participating the Public: Group Processes, Politics and Planning** by Kem Lowry, Peter Adler, and Neal Milner. Manoa, Hawaii: University of Hawaii at Manoa. (HM 299 L687 1993)

**Patterns of Conflict, Paths to Peace** edited by Larry J. Fisk & John L. Schellenberg. Peterborough, Ont.: Broadview Press. (JZ 5538 P38 2000)

**Peacemaking in International Conflict: Methods and Techniques** edited by I. William Zartman.  
Washington, D.C.: United States Institute of Peace Press. (JX 4473 P425 2007)

**People Building Peace: 35 Inspiring Stories from Around the World.** Utrecht, Netherlands: European Centre for Conflict Prevention, in cooperation with the International Fellowship of Reconciliation and the Coexistence Initiative of State of the World Forum. (JZ 5560 P463 1999)

**People Building Peace II: Successful Stories of Civil Society** edited by Paul van Tongeren ... [et al.].  
Boulder, Colo.: L. Rienner Publishers. (JZ 5560 P463 2005)

**People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts** by Robert Bolton.  
New York: Simon & Schuster. (HM 132 B65 1986)

**The Pfeiffer Book of Successful Conflict Management Tools: The Most Enduring, Effective, and Valuable Training Activities for Managing Workplace Conflict** edited by Jack Gordon. San Francisco, Calif.: Pfeiffer. (HD 42 P473 2003)

**Playing with Fire: Creative Conflict Resolution for Young Adults** by Fiona Macbeth and Nic Fine.  
Philadelphia, Pa.: New Society Publishers. (BF 637 I48 M124 1995)

**The Police and Interpersonal Conflict: Third-Party Intervention Approaches** by Morton Bard and Joseph Zacker. Washington, D.C.: Police Foundation. (HV 8148 N682 B37 1976)

**Positive Conflict: Transform Opposition into Innovation** by Darby Checketts. Franklin Lakes, NJ: Career Press. (HM 1126 C443 2007)

**The Power of Ethical Persuasion: From Conflict to Partnership at Work and in Private Life**  
by Tom Rusk and D. Patrick Miller. New York: Viking. (BF 637 N4 R87 1993)

**A Practical Guide to Consensus** by Jim Arthur, Christine Carlson, and Lee Moore. Santa Fe, N.M.: Policy Consensus Initiative. (HM 746 P724 1999)

**Private Peacemaking: USIP-Assisted Peacemaking Projects of Nonprofit Organizations** edited by David Smock. Washington, D.C.: U.S. Institute of Peace. (KZ 6144 P756 1998)

**Qualifications for Dispute Resolution: Perspectives on the Debate** by Catherine Morris and Andrew Pirie. Victoria, B.C.: UVic Institute for Conflict Resolution. (HM 132 Q244 1994)

**Reaching Agreement: Round Table.** Victoria, B.C.: Round Table. (HC 117 B8 R423 1991)

**Reaching for Higher Ground in Conflict Resolution: Tools for Powerful Groups and Communities,**  
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**Reaching Resolution: A Guide to Designing Public Sector Dispute Resolution Systems.** Victoria, B.C.: British Columbia Ministry of Attorney General, Justice Services Branch.  
(KE 8615 D577 2003)  
<http://www.ag.gov.bc.ca/dro/publications/guides/design.pdf>

**Reconcilable Differences: Turning Points in Ethnopolitical Conflict** edited by Sean Byrne and Cynthia L. Irvin. West Hartford, Conn.: Kumarian Press. (GN 496 R44 2000)

**The Resolution of Conflict: Constructive and Destructive Processes** by Morton Deutsch. New Haven, Conn.: Yale University Press. (HM 136 D39 1973)

## **CONFLICT RESOLUTION**

- Resolving Community Disputes: Social Conflict and Social Control** by Leslie W. Kennedy. Edmonton, Alta.: Population Research Laboratory, Dept. of Sociology, University of Alberta. (HM 136 K455 1985)
- Resolving Conflict** by Gregory Tillett and Brendan French. New York: Oxford University Press. (HM 1126 T55 2010)
- Resolving Conflict in Groups Level 1: Effective Team Dynamics.** New Westminster: Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 637 I48 R37 2006) (Shelved in Course Manual section. For Library use only.)
- Resolving Conflict in Nonprofit Organizations: The Leader's Guide to Finding Constructive Solutions** by Marion Peters Angelica. St. Paul, Minn.: Amherst H. Wilder Foundation. (HD 42 A527 1999)
- Resolving Conflict on the Front Line: Demonstrating Leadership at Work.** New Westminster: Justice Institute of B C, Centre for Conflict Resolution. (BF 637 I6 C66 2008) (Shelved in Course manuals section. For Library use only.)
- Resolving Conflict with Others and Within Yourself** by Gini Graham Scott. New York: ASJA Press. (HD 42 S268 2006)
- Resolving Conflicts at Work: Eight Strategies for Everyone on the Job** by Kenneth Cloke and Joan Goldsmith. San Francisco, Calif.: Jossey-Bass Publishers. (HD 42 C56 2005)
- Resolving Conflicts on the Job** by Bill Withers and Jerry Wisinski. New York: AMACOM. (HD 42 W573 2007)
- Resolving Disputes in Nursing Homes: An Evaluation Study for the National Institute for Dispute Resolution.** Evaluators: Nancy Hanawi, Oscar B. Goodman. Washington, D.C.: National Institute for Dispute Resolution. (BF 637 C55 H253 1992)
- Resolving Personal and Organizational Conflict: Stories of Transformation and Forgiveness** by Kenneth Cloke and Joan Goldsmith. San Francisco, Calif.: Jossey-Bass Publishers. (HM 1126 C56 2000)
- The Role Play Book: 41 Hypothetical Situations** edited by Ron Mock. Akron, Pa.: Mennonite Conciliation Service. (BF 637 I48 R646 1997)
- The SAGE Handbook of Conflict Communication: Integrating Theory, Research, and Practice** edited by John G. Oetzel and Stella Ting-Toomey. Thousand Oaks, Calif.: Sage Publications. (HM 1126 S24 2006)
- Since Strangling Isn't an Option: Dealing with Difficult People — Common Problems and Uncommon Solutions** by Sandra A. Crowe. New York: Perigee Book. (BF 637 I48 C76 1999)
- The Skilled Facilitator: A Comprehensive Resource for Consultants, Facilitators, Managers, Trainers, and Coaches** by Roger M. Schwarz. San Francisco, Calif.: Jossey-Bass. (HD 30.3 S373 2002)

- Small Claim Dispute Resolution Project** by Kathleen M. Morrison. Victoria, B.C.: Queen's Printer. (KEB 538 S422 1984)
- Solving Costly Organizational Conflicts** by Robert R. Blake and Jane Srygley Mouton. San Francisco, Calif.: Jossey-Bass. (HD 42 B58 1984)
- Solving Tough Problems: An Open Way of Talking, Listening, and Creating New Realities** by Adam Kahane. San Francisco: Berrett-Koehler. (HM 1126 K34 2004)
- State Trends in Alternative Dispute Resolution** by Cassandra Howard. Rockville, Md.: Dispute Resolution Information Center. (KF 9085 H683 1986)
- Staying with Conflict: A Strategic Approach to Ongoing Disputes** by Bernard Mayer. San Francisco, CA: Jossey-Bass. (BF 637 I48 M396 2009)
- Students of the Conflict Resolution Certificate Program, Justice Institute of British Columbia: Preliminary Research** by S. Day and K. Gibson. Vancouver, B.C.: Pace Consulting Group. (BF 637 C55 D28 1993)
- A Study of Barriers to the Use of Alternative Methods of Dispute Resolution.** South Royalton, Vt.: Vermont Law School. (KF 9084 A75 S78 1984)
- Style Matters: The Kraybill Conflict Style Inventory** by Ronald S. Kraybill. Harrisonburg, Va: Riverhouse ePress. (BF 637 I48 K727 2005)
- Table Manners for Round Tables: A Practical Guide to Consensus** by Juergen Hansen. Summerland, B.C.: The Green Group. (BF 637 N4 H257 1993)
- Tales from Open Space** by Harrison Owen. Potomac, Md.: Abbott Publishing. (HD 30.29 T246 1995)
- The Third Side: Why We Fight and How We Can Stop** by William L. Ury. New York: Penguin Books. (HM 1126 U79 2000)
- This Business of Family: Preventing and Resolving Disputes in Family-Owned Businesses** by Dennis Dwyer with Sue Dwyer. Ste-Anne-de-Bellevue, Que.: Shoreline. (HD 62.25 D893 2001)
- Thomas-Kilmann Conflict Mode Instrument** by Kenneth W. Thomas and Ralph H. Kilmann. Mountain View, CA: CPP, Inc. (BF 637 C55 T464 2002)
- Toward a Conflict Pedagogy: A Critical Discourse Analysis of 'Conflict' in Conflict Management Education** (Thesis) by R. Michael Fisher. Vancouver, B.C.: University of British Columbia. (HM 1126 F584 2000)
- Toward an Understanding of Aboriginal Peacemaking** by Richard Price and Cynthia Dunnigan. Victoria, B.C.: UVIC Institute for Dispute Resolution. (E 98 C75 P753 1995)
- Toxic People: Decontaminate Difficult People at Work Without Using Weapons or Duct Tape** by Marsha Petrie Sue. Hoboken, N.J.: John Wiley & Sons. (HD 42 S84 2007)

**Transforming British Columbia's War in the Woods: An Assessment of the Vancouver Island Regional Negotiation Process of the Commission on Resources and Environment** by Robert A. Kelly and Donald K. Alper. Victoria, B.C.: UVIC Institute for Dispute Resolution. (HD 319 B7 K445 1995)

**Transforming Conflict through Insight** by Kenneth R. Melchin and Cheryl A. Picard. Toronto: University of Toronto Press. (HM 1126 M45 2008)

**The True Story of the 3 Little Pigs** by A. Wolf. New York: Puffin Books. (PZ 7 S354 1989)

**Turbulent Peace: The Challenges of Managing International Conflict** edited by Chester A. Crocker, Fen Osler Hampson, and Pamela Aall. Washington, D.C.: United States Institute of Peace Press. (JZ 5595 T87 2001)

**Turning Conflict into Profit: A Roadmap for Resolving Personal and Organizational Disputes** by Larry Axelrod and Rowland (Roy) Johnson. Edmonton, Alta.: University of Alberta Press. (HD 42 A948 2005)

**The Use of Art in Working with Conflict** by Marian Liebmann. Bristol, England: Mediation UK. (HD 42 L523 1991)

**Using Conflict in Organizations** edited by Carsten K.W. De Dreu and Evert Van de Vliert. Thousand Oaks, Calif.: Sage. (HD 42 U853 1997)

**Verbal Judo: Words as a Force Option** by George J. Thompson. Springfield, Ill.: C. C. Thomas. (HM 132 T48 1983)

**Viewpoints: A Guide to Conflict Resolution and Decision Making for Adolescents** by Nancy G. Guerra, Ann Moore and Ronald G. Slaby. Champaign, Ill.: Research Press. (BF 724.3 C65 G847 1995)

**Warriors of the Heart** by Danaan Parry. Cooperstown, N.Y.: Sunstone Publications. (BF 637 S4 P364 1989)

**Waste Facility Siting and Management, Building an Effective Consensus: Results of a Two Day Consensus Building Institute, Halifax, Nova Scotia, May 9-11, 1994.** Halifax, N.S.: The Institute. (TD 791 W284 1994)

**We Can Work it Out: A Dispute Resolution Bibliography** compiled by Wendy A. McHenry. Victoria, B.C.: UVic Institute for Dispute Resolution. (K 2390 A12 M154 1989)

**When You Say Yes but Mean No: How Silencing Conflict Wrecks Relationships and Companies — and What You Can Do About It** by Leslie A. Perlow. New York: Crown Business. (HD 42 P47 2003)

**Win at Work! The Everybody Wins Approach to Conflict Resolution** by Diane Katz. Hoboken, N.J.: Wiley. (HD 42 K38 2010)

**The Win-Win Solution: Guaranteeing Fair Shares to Everybody** by Steven J. Brams and Alan D. Taylor. New York: W. W. Norton. (HM 1126 B724 1999)

**Windows on Dispute Resolution in Ontario: Final Report of the Fund for Dispute Resolution.** Waterloo, Ont.: Fund for Dispute Resolution. (KEO 1159 F854 1995)

**Winning at Confrontation** by Arch Lustberg. Washington, D.C.: U.S. Chamber of Commerce. (BF 637 N4 L888 1984)

**Working through Conflict: Strategies for Relationships, Groups, and Organizations** by Joseph P. Folger, Marshall Scott Poole, and Randall K. Stutman. Boston: Pearson Education. (HM 1121 F65 2009)

**Working with Conflict: Skills and Strategies for Action** by Simon Fisher ... [et al.]. New York: Zed Books. (HM 1126 W67 2000)

**Working with the Enemy: How to Survive and Thrive with Really Difficult People** by Mike Leibling. Philadelphia: Kogan Page Limited. (BF 637 I48 L57 2009)

**Workplace Dispute Resolution: Directions for the 21st Century** edited by Sandra Gleason. East Lansing, Mich.: Michigan State University Press. (HD 5481 W673 1997)

**Workplace Wars and How to End Them: Turning Personal Conflicts into Productive Teamwork** by Kenneth Kaye. New York: American Management Association. (HD 42 K39 1994)

**Workplaces that Work: A Guide to Conflict Management in Union and Non-Union Work Environments** by Blaine Donais. Aurora, ON: Canada Law Book. (HD 42 D65 2006)

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**GENERAL AUDIOTAPES**

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**An Interview with Dr. Morton Bard** by Morton Bard and Howard Glen. Hagerstown, Md.: Harper and Row Media. (HV 7936 P79 I59 1976)

Dr. Morton Bard outlines the differences of crisis intervention vs. conflict management and the nature of each as they relate to policing. Discusses the authoritarian vs. the authoritative officer.

**Network for Conflict Resolution Interaction 2000, "Pulling Together", University of British Columbia, Vancouver, B.C. June 11-13, 2000.** Vancouver, B.C.: Audio Archives & Duplicators, Inc. (HM 1126 N483 2000)

This set of 16 tapes presents selected sessions from the Network for Conflict Resolution Conference held at the University of British Columbia. Topics include restorative and community justice, organizational and workplace conflict, first nations issues, conflict in schools and with youth, mediation, and international issues.

**GENERAL AUDIO CDs**

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**Difficult Conversations: How to Discuss What Matters Most** by Douglas Stone, Bruce Patton, and Sheila Heen. New York: Bantam Doubleday Dell Audio Publishing. (BF 637 C45 S782 1999A)

This audio-CD teaches how to handle even the toughest conversations more effectively and with less anxiety. The authors answer the question: When people confront the conversations they dread the most, what works? They show how to get ready, how to start the conversation in ways that reduce defensiveness, and how to keep the conversation on a constructive track regardless of how the other person responds.

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**GENERAL DVDs**

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D355            **Conflict Resolution Strategies** (DVD, 19 minutes)

Five strategies are identified, based on the relative values of outcome vs. relationship, which can lead to conflict resolution. These strategies are: accommodate, avoid, compromise, compete, collaborate. (RG Training Resources) (HD 42 C667 2004)

D948            **Determining the Right Response to Conflict** (DVD, 10 minutes)

Examines the four types of conflict and four strategies to use in each of these situations. This will empower employees to turn difficult encounters into productive situations. (RGT Training Resources Ltd.) (HD 42 D487 2000)  
*Copy 1 is in video format.*

D812            **Everybody Wins: How to Turn Conflict into Collaboration** (DVD, 20 minutes)

Helps employees learn how to recognize three of the most common conflict situations in the workplace and how to ensure win-win resolutions that will increase productivity in the organization. (Performance Resources) (HD 42 E849 2002)

D949            **Handling Covert Conflict** (DVD, 10 minutes)

Teaches your team how to draw out the hidden issues and concerns of disgruntled employees, those individuals who internalize their grievances and undermine the workplace in subtle ways. (RGT Training Resources Ltd.) (HD 42 H263 2000)  
*Copy 1 is in video format.*

D958            **Handling Overt Conflict** (DVD, 10 minutes)

Teaches every member of your team to stay calm and to develop constructive dialogue with individuals who are notorious for being difficult. (RGT Training Resources Ltd.) (HD 42 H266 2000)  
*Copy 1 is in video format.*

- D032      **Journey Toward Forgiveness: From Rage to Reconciliation** (DVD, 58 minutes)  
This documentary demonstrates that those who are able to embark on a process towards forgiveness, though heartrending and difficult, find it to be the path to inner healing. Stories include a man who lost his daughter in the Oklahoma City bombing, a Cheyenne peace chief talking about a massacre of Native Americans, an African-American whose brother was shot by a white marshall, a family whose daughter died because of a drunk driver, a family whose daughter was abducted and murdered, a storyteller who helps people find healing by telling their stories, and a couple facing the husband's cancer. (Mennonite Media) (BF 637 F67 J688 2002)
- D525      **What to Do When Conflict Happens** (DVD, 28 minutes)  
Presents a tool for employees to resolve workplace conflict through use of the C.A.L.M. model: Clarify the issue, Address the problem, Listen to the other side, and Manage your way to resolution. Video depicts the four stages in three different workplace environments: a plant floor, healthcare facility, and general office environment. (Owen-Stewart Performance Resources) (HD 42 W53 2007)

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**GENERAL VIDEOS**

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- V1290      **The Art of Conflict** (video, 30 minutes)  
Richard Pascale explains his management theory on using conflict in a constructive way. As demonstrated in Honda's U.S. plant, employees are encouraged to question all the time, and the organization accepts their input. (London, England: British Broadcasting Corporation) (HD 38 A773 1991)
- V1024      **The Art of Resolving Conflicts in the Workplace** (video, 37 minutes)  
Uses brief dramatic scenes to demonstrate six conflict management/resolution techniques designed to help employees overcome communication failure and promote cooperation in business. These include: I vs. YOU language ; anticipation (of other's concerns) ; self-interest (motivation; meta-talk (extra verbal signals) limit-setting (priorities), and using consequences. (New Vision Media, Richmond) (HF 5549 A778 1992)
- V1475      **Between You and Me: Solving Conflict in the Public Sector** (video, 23 minutes)  
(RESTRICTED TO IN-HOUSE)  
Discusses conflict at work and possible steps for solving those conflicts. Points covered include how to take responsibility for solving conflict, uncover both sides of the story, allow ventilation of emotions, listen without judging or arguing, and ask for commitment to work on a solution. (International Tele-Film) (HF 5386.5 B488 1995 — Oversized)
- V404      **Conflict and Confrontation: Dealing with the Irate Customer** (video, 14 minutes)  
Presents case scenarios contrasting poor methods of handling customer complaints with effective ones. (Advantage Media) (HF 5415.5 C65 1983)

- V1476      **Conflict Communication Skills** (video, 14 minutes)  
Shows how to manage conflict resolution by using effective communication skills. Covers dealing with hostility from the general public and from co-workers; developing conflict communication skills through a 12 step process; emphasizes the importance of learning these skills through a 12 step process; and shows how not to deal with a hostile person. (Canadian Learning Company) (HD 49 C653 1995)
- V2370      **Conflict in the Church** (video, 40 minutes)  
A two-part video offering alternative ways of viewing and dealing with conflicts in congregations. Pt. 1 (10 minutes) shows how conflict can be used to strengthen a body of believers through examples from scripture, church history and contemporary situations. Pt. 2 (30 minutes) features three hypothetical congregations wrestling with process and power issues as they address a typical conflict in their midst. (Mennonite Central Committee Canada) (HM 1126 C653 1999)
- V2342      **Conflict Resolution Skills: A Winning Approach** (video, 16 minutes)  
This video shows how to move from a situation of conflict towards a “win/win” solution. Communication skills shown are: active listening, assertiveness, a “win/win” approach, and designing solutions. The humour and surprises in the presentation are designed to keep a teenage audience engaged. (Classroom Video) (BF 637 C55 C658 1997)
- V2826      **Dealing with Conflict** (video, 20 minutes)  
(RESTRICTED TO IN-HOUSE)  
This film teaches people how to control conflict before it takes control of them — resulting in a healthier work environment, more productivity and higher quality. While the skill and insights presented here will enhance management’s ability to resolve conflicts, they are for all employees enabling everyone to work through conflicts with less dependence on superiors. Three scenarios in personal and business settings dramatize the five positions taken by most people during conflict: avoiding, accommodating, competing, compromising and collaborating. Viewers learn how these positions lead to destructive or constructive results. Skills for mutually beneficial outcomes will definitely be remembered. Based on the Thomas-Kilmann Conflict Mode Instrument. (Owen-Stewart Performance Resources) (HD 42 D423 1992)
- V3004      **Determining the Right Response to Conflict** (video, 10 minutes)  
Examines the four types of conflict and four strategies to use in each of these situations. This will empower employees to turn difficult encounters into productive situations. (RGT Training Resources Ltd.) (HD 42 D487 2000)
- V1644      **Diffusing Hostility Through Customer Service** (video, 25 minutes)  
Using dramatic scenarios followed by commentary, examines conflict in the work place, focusing on customer service situations. Topics include: avoiding defensiveness and escalation, setting limits on verbal abuse, and physical threats. (New Vision Media Ltd.) (HD 42 D534 1994)
- V1903      **Dinner for Two** (video, 7 minutes)  
Peace in the forest is disrupted when two chameleons get stuck in a conflict. Luckily, a frog observing the fracas turns into what they need--a mediator. This video shows, without words, creative ways of conflict resolution. (National Film Board of Canada) (HM 132 D557 1996)

- V2820      **Elbow Room** (video, 9 minutes)  
The video is designed to help viewers learn to deal with conflicts at work and in the classroom. This short animated program presents quirky characters who “rewind” situations and start over when tensions get out of hand. The program is suitable for conflict resolution training in the classroom and workplace, helping insure that conflicts get resolved rather than escalate. (National Film Board of Canada) (HD 42 E427 2002)
- V1671      **Folktales of Peace** (video, 22 minutes)  
A Collection of three stories, one a Limba tale from West Africa, one an Iroquois story from North America and one an Appalachian tale from eastern United States. Each story demonstrates a peaceful way of resolving conflicts. The stories are from the book, *Peace Tales: world folktales to talk about* by Margaret Read MacDonald (Linnet Books, 1992) (JRB Motion Graphics) (HM 251 F646 1996)
- V444      **From “No” to “Yes”: The Constructive Route to Agreement** (video, 27 minutes)  
(RESTRICTED TO IN-HOUSE)  
Demonstrates three skills in the art of persuasion: listening actively, explaining your own feelings, and handling ideas creatively. (Video Arts) (HD 42 F765 1988)
- V3003      **Handling Covert Conflict** (video, 10 minutes)  
Teaches your team how to draw out the hidden issues and concerns of disgruntled employees, those individuals who internalize their grievances and undermine the workplace in subtle ways. (RGT Training Resources Ltd.) (HD 42 H263 2000)  
*Copy 2 is in DVD format.*
- V3002      **Handling Overt Conflict** (video, 10 minutes)  
Teaches every member of your team to stay calm and to develop constructive dialogue with individuals who are notorious for being difficult. (RGT Training Resources Ltd.) (HD 42 H266 2000)  
*Copy 2 is in DVD format.*
- V991      **Interpersonal Conflict Resolution Skills** (video, 11 minutes)  
Training video demonstrating the resolution of two interpersonal conflicts in the workplace and one between roommates by using the model and skills taught at the Justice Institute of B.C.’s Centre for Conflict Resolution Training. Suitable for introductory courses on conflict resolution and anger management. Conflict resolver: Stacey Holloway. (J.I.B.C. Centre for Conflict Resolution Training) (HM 132 I576 1990)
- V403      **Listening Under Pressure** (video, 14 minutes)  
Demonstrates ways in which listening and communication skills can be improved, so that hostile confrontations with customers can be avoided. (Advantage Media) (HF 5415.5 L47 1983)
- V1841      **The Magic of Conflict: Volume 1: How to Turn Your Life of Work into a Work of Art** (video, 53 minutes)  
Volume 1 of this 4 part series shows how the principles of Aikido can help to turn conflict and stress into a limitless source of personal energy. Topics include: what not to do when conflict arises, 3 steps to help handle conflict more effectively, how to recognize and seize the opportunities for growth that lie hidden in stressful situations, using the principles of Aikido to achieve balance at work and home. (CareerTrack Publications) (BF 637 I48 C783 1996 vol.1)

- V1842      **The Magic of Conflict: Volume 2: How to Turn Your Life of Work into a Work of Art** (video, 65 minutes)  
Volume 2 of this 4 part series teaches the “Aiki way” to a calm centered self. Gives exercises to help the student concentrate longer and more effectively. Topics include: how rigid opinions can cloud judgement, and ways to let them go without compromising one’s position; how to find inner peace to help build better relationships; dealing effectively with “raging bulls”; how to let everyday pressure make one more balanced; and healthy ways to express emotions at work, and to learn from what the feelings are saying. (CareerTrack Publications) (BF 637 I48 C783 1996 vol. 2)
- V1843      **The Magic of Conflict: Volume 3: How to Turn Your Life of Work into a Work of Art** (video, 50 minutes)  
Volume 3 of this 4 part series shows how you can replace closed-minded thinking with innovation and creativity. Topics include: “coming to discovery” — what it means, how to do it more easily and more often; developing common ground with a co-worker, and turning a would-be adversary into a cooperative partner; how to avoid common listening errors; easy ways to promote authentic, connected listening throughout your team or family. (CareerTrack Publications) (BF 637 I48 C783 1996 vol. 3)
- V1844      **The Magic of Conflict: Volume 4: How to Turn Your Life of Work into a Work of Art** (video, 49 minutes)  
The final volume of the series shows how to stay focused when the pressure is on. Topics include: lessons to be learned from Ghandi; creating a precise plan to confront someone successfully; communicating to minimize “the fight” and maximize cooperation; ways to co-create solutions, so everyone feels honored and respected; steps to anticipate challenges and opportunities; why vision and commitment are crucial for positive action. (CareerTrack Publications) (BF 637 I48 C783 1996 vol. 4)
- V1643      **Managing Harmony** (video, 27 minutes)  
Using dramatic scenarios followed by commentary, examines conflict in the work place, focusing on the role of managers in the resolution process. Topics include: employee self-esteem, organizational change and values, effective use of authority, mediating disputes, and acting on harassment. (New Vision Media Ltd.) (HD 42 M244 1994)
- V1642      **Opening the Right Doors** (video, 26 minutes)  
Using dramatic scenarios followed by commentary, examines conflict in the work place, exploring management and resolution techniques. Topics include: listening/venting/compromise, organizational values, diffusing hostility, and drawing the line on abuse, intimidation and harassment. (New Vision Media Ltd.) (HD 42 O647 1994)
- V2598      **Peace Skills in Action** (video, 30 minutes)  
Robert A. Evans, Ronald Kraybill, and Alice Frazer Evans discuss Community Conflict Transformation (CCT) training, which helps to build skills, to achieve new levels of respect and empowerment, and to develop mutually beneficial agreements. (Plowshares Institute) (BF 637 N4 P428 2001)

- V296      **Rainbow War** (video, 20 minutes)  
Three kingdoms fight a war using paint, the colours red, blue and yellow representing clashing ideologies. The rainbow resulting from the battle may be interpreted on many levels. (Canadian Pacific Limited) (HM 258 R338 1986)
- V1902      **When the Dust Settles** (video, 7 minutes)  
Some neighbouring gophers have an appetite for anger and revenge. By sundown the retaliatory rodents have all but obliterated both of their homes. Is there any way they can put the pieces together? This video explores, without words, conflict resolution. (National Film Board of Canada) (HM 132 W443 1997)
- V1611      **Working it Out: Managing Organizational Conflict** (video, 29 minutes)  
Looks at factors involved in organizational conflict (personalities, structure, external/internal competition, change). Examines conflict management/mediation/dispute resolution techniques. Discusses creative/positive aspects of conflict in the corporate setting. Case studies: Cable News Network (CNN), Mercy Hospital. (Magic Lantern Communications) (HD 42 T234 1993)

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**ARBITRATION - BOOKS**

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- The Arbitrator's Handbook** prepared for the Alberta Arbitration and Mediation Society by Cheryl A. Hass. Edmonton, Alta.: Alberta Arbitration and Mediation Society. (HD 5481 H287 1990)
- Developing an Effective Alcohol and Drug Policy in a Police Force: Issues of Prevalence, Discipline, Human Rights, and Arbitration Trends** by J. Dietrich. Ottawa, Ont.: RCMP Health Directorate. (HV 7936 P47 D538 1987)
- Grievance Mediation: Why and How it Works** by David C. Elliott and Joanne H. Goss. Aurora, Ont.: Canada Law Book. (HD 6972 E444 1994)
- Labour Arbitration in Canada** by Morton Mitchnick and Brian Etherington. Toronto: Lancaster House. (KE 3206 M48 2006)
- Mediation-Arbitration and Vancouver Police Negotiations: 1945-1975** by E. G. Fisher and Henry Starek. Vancouver, B.C.: Vancouver Police Department. (HV 7936 S75 F58 1977)
- Police Bargaining in Canada: Private Sector Bargaining, Compulsory Arbitration, and Mediation-Arbitration in Vancouver** by E. G. Fisher and Henry Starek. Vancouver, B.C.: B.C. Police Commission. (HV 7936 C75 F58 1977)
- Report on Arbitration.** Vancouver, B.C.: Law Reform Commission of British Columbia. (KEB 567.6 A72 L38 1982)

**ARBITRATION - VIDEOS**

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- V812        **Arbitration** (video, 60 minutes)  
This presentation was designed to help prepare managers who may eventually be called upon to represent the Company in an arbitration case. This video emphasizes the importance of preparing well-documented cases, illustrating presentation techniques as well as how to avoid most common pitfalls. (International Tele-Film)  
(KE 8618 A735 1989)
- V789        **Arbitration, The Seven Tests of Just Cause** (video, 52 minutes)  
Through a dramatization in which three employees are discharged for drinking or possession of alcohol at a preholiday employee get-together, discusses the requirements of just cause which are applicable in every discipline and discharge situation.  
(International TeleFilm) (KF 3540 A737 1984)
- V3042       **Hearing Both Sides: Formal and Expedited Adjudication at the Public Service Staff Relations Board** (video, 26 minutes)  
Explains two of the methods used by the Public Service of Canada to resolve disputes: formal and expedited adjudication. (Public Service Labour Relations Board)  
(JL 111 G7 H423 2003)  
*Copy 2 is in DVD format.*
- V1976       **Window on the Process: Residential Tenancy Arbitrations** (video, 24 minutes)  
This video outlines the arbitration process as set up under British Columbia's Residential Tenancy Act to resolve disputes between residential landlords and tenants. It illustrates the process through a dramatization of a dispute taking the characters through the preparation for, and representing themselves at an arbitration hearing. (May Street Group) (KEB 227 A7 W556 1997)

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**CONFLICT and CULTURE - BOOKS**

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- Anthropological Contributions to Conflict Resolution** edited by Alvin W. Wolfe and Honggang Yang. Athens, Ga.: University of Georgia Press. (GN 496 A573 1996)
- Arts, Creativity and Intercultural Conflict Resolution: Literature & Resource Review** edited by Michelle LeBaron and Danyta Welch. Vancouver, B.C.: Conflict Resolution, Arts and iNtercultural Experience. (HM 1121 A783 2005)
- Barnaga, a Simulation Game on Cultural Clashes** by Sivasailam Thiagarajan. Yarmouth, Me.: Intercultural Press. (GN 345.6 T48 1990)
- Beyond Prescription: New Lenses for Conflict Resolution Training Across Cultures** by John Paul Lederach. Waterloo, Ont.: Inter-racial and Cross-cultural Conflict Resolution Project, Conrad Grebel College. (HT 1521 L434 1992)
- Bridging Cultural Conflicts: A New Approach for a Changing World** by Michelle LeBaron. San Francisco, Calif.: Jossey-Bass. (HM 1121 L423 2003)

## **CONFLICT RESOLUTION**

- Conflict Analysis & Resolution as Education: Culturally Sensitive Processes for Conflict Resolution** by Michelle LeBaron Duryea. Victoria, B.C.: UVic Institute for Dispute Resolution. (HM 132 D878 1994)
- Conflict and Culture: A Literature Review and Bibliography** by Michelle LeBaron. Victoria, B.C.: Institute for Dispute Resolution, University of Victoria. (HM 132 D878 2001)
- Conflict and Culture: Report of the Multiculturalism and Dispute Resolution Project** by Brishkai Lund, Catherine Morris, and Michelle LeBaron Duryea. Victoria, B.C.: UVic Institute for Dispute Resolution. (GN 494.5 L86 1994)
- Conflict and Culture: Research in Five Communities in Vancouver, British Columbia** by Michelle LeBaron Duryea and J. Bruce Grundison. Victoria, B.C.: UVic Institute for Dispute Resolution. (KE 8615 D878 1993)
- Conflict and Peacemaking Across Cultures: Training for Trainers** by Duane Ruth-Heffelbower. Fresno, Calif.: Fresno Pacific University, Center for peacemaking and Conflict Studies. (GN 496 R884 1999)
- Conflict and Peacemaking in Multiethnic Societies** by Joseph V. Montville. Toronto, Ont.: Maxwell Macmillan Canada. (GN 496 C65 1991)
- Conflict Mediation Across Cultures: Pathways and Patterns** by David W. Augsburger. Louisville, Ky.: Westminster/John Knox Press. (BF 637 I48 A84 1992)
- Conflict Resolution Across Cultures: From Talking It Out to Third Party Mediation** by Selma Myers and Barbara Filner. Amherst, Mass.: Amherst Educational Publishing. (HM 258 M947 1997)
- Conflict Resolution: Cross-Cultural Perspectives** edited by Kevin Avruch, Peter W. Black, and Joseph A. Scimecca. New York: Greenwood Press. (HM 131 C74543 1991)
- Construction and Validation of a Conflict Management Inventory: A Cross-Culturally Oriented Measure of Conflict Management Style** by Susan Goldstein. Manoa, Hawaii: University of Hawaii at Manoa. (HM 299 G644 1990)
- Cultural Contestation in Ethnic Conflict** by Marc Howard Ross. New York: Cambridge University Press. (HM 1121 R66 2007)
- Cultural Variation in Conflict Resolution: Alternatives to Violence** by Douglas P. Fry and Kaj Bjorkqvist. Mahwah, N.J.: Lawrence Erlbaum Publishers. (HM 136 C93 1997)
- Culture & Conflict Resolution** by Kevin Avruch. Washington, D.C.: United States Institute of Peace Press. (HM 136 A93 1998)
- Dialogue, Conflict Resolution, and Change: Arab-Jewish Encounters in Israel** by Mohammed Abu-Nimer. Blue Mountain Lake, N.Y.: State University of New York Press. (DS 119.76 A35 1999)

## **CONFLICT RESOLUTION**

**Disentangling: Conflict Discourse in Pacific Societies** by Karen Ann Watson-Gegeo, Geoffrey M. White and Andrew Arno. Stanford, Calif.: Stanford University Press. (GN 663 D57 1990)

**Education for Peace and Conflict Resolution: A Training and Curriculum Support Manual** by Susan Fountain. Toronto, Ont.: UNICEF, Education for Development. (HM 136 F685 1997)

**The Effects of Violence on Peace Processes** by John Darby. Washington, D.C.: United States Institute of Peace Press. (JZ 6010 D37 2001)

**Facing Racial and Cultural Conflict: Tools for Rebuilding Community** by Lester P. Schoene and Marcelle E. DuPraw. Washington, D.C.: Program for Community Problem Solving. (HT 1521 S363 1994)

**A Handbook of International Peacebuilding: Into the Eye of the Storm** edited by John Paul Lederach and Janice Moomaw Jenner. San Francisco, Calif.: Jossey-Bass. (JZ 6374 H36 2002)

**The Handbook of Negotiation and Culture** edited by Michele J. Gelfand and Jeanne M. Brett. Stanford, Calif.: Stanford Business Books. (BF 637 N4 H365 2004)

**Intercultural Dispute Resolution in Aboriginal Contexts** edited by Catherine Bell and David Kahane. Vancouver, B.C.: UBC Press. (K 2390 I574 2004)

**Managing Intercultural Conflict Effectively** by Stella Ting-Toomey and John G. Oetzel. Thousand Oaks, Calif.: Sage Publications. (HM 1121 T56 2001)

**Native Alternative Dispute Resolution Systems: The Canadian Future in Light of the American Past** by Jonathan Rudin and Dan Russell. Toronto, Ont.: Ontario Native Council on Justice. (KE 7709 R835 1993)

**Negotiating Buck Naked: Doukhobors, Public Policy, and Conflict Resolution** by Gregory J. Cran. Vancouver: UBC Press. (FC 3850 D76 C72 2006)

**Preparing for Peace: Conflict Transformation Across Cultures** by John Paul Lederach. Syracuse, N.Y.: Syracuse University Press. (JX 1255 L43 1995)

**A Public Peace Process: Sustained Dialogue to Transform Racial and Ethnic Conflicts** by Harold H. Saunders. New York: St. Martin's Press. (HM 136 S25 1999)

**Researching Disputes Across Cultures and Institutions: Program on Conflict Resolution, 1985-1990.** Manoa, Hawaii.: University of Hawaii at Manoa. (HM 299 R484 1990)

**Resolving Identity-Based Conflict in Nations, Organizations, and Communities** by Jay Rothman. San Francisco, Calif.: Jossey-Bass. (HM 136 R675 1997)

**Worldview Skills: Transforming Conflict from the Inside Out** by Jessie Sutherland. Sooke, B.C.: Worldview Strategies. (HM 1121 S989 2005)

**CONFLICT and CULTURE - VIDEOS**

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- V1191      **Multicultural Dispute Resolution** (video, 20 minutes)  
This video explores the relationship between culture and the field of alternate dispute resolution. Two sample communities in the Lower Mainland of British Columbia are looked at to provide clues for resolving disputes and to encourage further work in this field. It presents background information and looks at Chinese and Indo Canadian communities. (Langley Family Services) (KE 484 A4 M844 1994)
- V1205      **Cultural Approaches to Conflict Resolution** (video, 52 minutes)  
This video tape is divided into two parts: pt. 1, Perceptions of conflict, shows three conflict scenarios in silhouette and asks the viewer to determine what is going on and then provides responses from members of various ethnic groups. Pt. 2, Settling disputes, shows interview clips of groups of people about dispute resolution in their cultural communities (Filipino, Korean, traditional Hawaiian, Samoan). (Honolulu, Hawaii: Hawaii Research Center for Future Studies) (KF 9084 C843 1991)
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**JOURNALS**

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- Alternative Newsletter** (Section on Alternative Dispute Resolution, The Association of American Law Schools, Newark, NJ)
- Community Justice Report** (Network for Community Justice and Conflict Resolution, Kitchener, Ontario)
- Conciliation Quarterly Newsletter** (Mennonite Conciliation Service)
- Conflict Resolution Notes** (Conflict Resource Center International, Pittsburgh, Pennsylvania)
- Interaction** (The Network: Interaction for Conflict Resolution , Kitchener, Ontario)
- Journal of Dispute Resolution** (University of Missouri-Columbia School of Law in conjunction with the Center for the Study of Dispute Resolution)
- Network News** (Center for Nonviolent Communication)
- Resolutions Newsletter** (Centre for Dispute Resolution, London, England)
- Resolve** (Family Mediation Canada, Guelph, Ontario)

**Other related bibliographies:**

- Conflict in Schools
- Mediation
- Negotiation
- Partnering
- Restorative Justice

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