

CONFLICT RESOLUTION

A listing of materials available at the Justice Institute Library

GENERAL BOOKS

- **Accounts of Interpersonal Conflict: The Centrality of Emotions** by Harilaos Stefanakis. Guelph, ON: University of Guelph. (BF 637 I48 S743 1992)
- **Achieving Consensus: Tools and Techniques** by Eileen Flanigan and Jon Scott. Menlo Park, CA: Crisp Publications. (HD 66 S368 1996)
- **ADR for Legal Professionals** by Jennifer Zubick and Samantha Callow. Toronto, ON: Emond Montgomery Publications Limited. (KE 8615 Z83 2017)
- ADR in the Corporate Environment: A Practical Guide for Designing Alternative Dispute
 Resolution Systems by M. Therese Reilly and Deborah L. MacKenzie. North York, ON: CCH
 Canadian. (HD 42 R453 1999)
- All Her Paths Are Peace: Women Pioneers in Peacemaking by Michael Henderson. West Hartford, CT: Kumarian Press. (JX 1962 A2 H46 1994)
- **Alternative Dispute Resolution: A Canadian Perspective.** Ottawa, ON: 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, MA: Prentice Hall. (HM 1126 C655 2010)
- **Alternative Dispute Resolution: A Resource Guide.** Washington, DC: U.S. Office of Personnel Management, Office of Workforce Relations. (KF 9084 A943 1999)
- Alternative Dispute Resolution for Organizations: How to Design a System for Effective Conflict Resolution by Allan J. Stitt. Etobicoke, ON: J. Wiley. (HD 42 S74 1998)
- 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, BC: UVic Institute for Dispute Resolution. (KEB 549 E385 1990)
- **Alternative Dispute Resolution: Skills, Science, and the Law** by Andrew J. Pirie. Toronto, ON: Irwin Law. (KE 8615 P573 2000)

- Asserting Yourself in Conflict Situations. New Westminster, BC: Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 575 A85 H32 2006) (Shelved in Course manuals section. For Library use only.)
- Becoming a Conflict Competent Leader: How You and Your Organization Can Manage Conflict Effectively by Craig Runde and Tim Flanagan. San Francisco, CA: Jossey-Bass. (HD 57.7 R86 2013)
- **Beyond Blame:** A New Way of Resolving Conflicts in Relationships by Jeffrey A. Kottler. San Francisco, CA: 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, MA: Harvard University Press. (JX 4473 F57 1994)
- **Beyond Neutrality: Confronting the Crisis in Conflict Resolution** by Bernard Mayer. San Francisco, CA: Jossey-Bass. (HM 1126 M39 2004)
- **Blowing Up: The Psychology of Conflict** by Randi Minetor. Santa Barbara, CA: Greenwood. (BF 637 I48 M565 2017)
- **Breaking Cycles of Violence: Conflict Prevention in Intrastate Crises** by Janie Leatherman. West Hartford, CT: 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, NY: Oxford University Press. (HM 746 S87 2006)
- **Breaking the Impasse: Consensual Approaches to Resolving Public Disputes** by Lawrence Susskind and Jeffrey Cruikshank. New York, NY: Basic Books. (HD 42 S87 1987)
- **Bridging Troubled Waters: Conflict Resolution from the Heart** by Michelle LeBaron. San Francisco, CA: Jossey-Bass. (HM 1126 L4 2002)
- **Building Conflict Competent Teams** by Craig E. Runde and Tim A. Flanagan. San Francisco, CA: 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, ON: 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, DC: United States Institute of Peace Press. (KZ 5538 L43 1997)

- Building the Caseload: Report from the Conflict Resolution Service, St. Stephen's Community House by Nathalie Rockhill. Waterloo, ON: Fund for Dispute Resolution. (HN 46 C34 R624 1993)
- **Building Your Communication Toolbox.** New Westminster, BC: Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 637 I48 Z34 2006) (Shelved in Course manuals section. For Library use only.)
- Bullies, Tyrants, and Impossible People: How to Beat Them without Joining Them by Ronald M. Shapiro, Mark A. Jankowski and James Dale. New York, NY: Crown Business. (BF 637 I48 S523 2005)
- Changing the Conversation: The 17 Principles of Conflict Resolution by Dana Caspersen. New York, NY: Penguin Books. (BF 637 I48 C376 2015)
- Charting the Course: Report of the Canadian Forum on Dispute Resolution. Ottawa, ON: 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, ON: Emond Montgomery Publications. (HM 1126 C46 2010)
- Collaborating with the Enemy: How to Work with People You Don't Agree with or Like or Trust by Adam Kahane. Oakland, CA: Berrett-Koehler Publishers, Inc. (HD 30.3 K34 2017)
- **Collaborative Approaches to Resolving Conflict** by Myra Warren Isenhart and Michael Spangle. Thousand Oaks, CA: Sage Publications. (HM 1126 I74 2000)
- Communication and Conflict Resolution Skills for Nursing Homes: A Training Series in Five Modules by Hoy Steele. Washington, DC: National Institute for Dispute Resolution. (BF 637 C55 S743 1993)
- Community Disorders and Policing: Conflict Management in Action edited by Tony F. Marshall. London, ENG: 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, DC: National Institute of Justice. (KF 9084 M143 1986)
- Complex Problems, Negotiated Solutions: Tools to Reduce Conflict in Community Development by Michael Warner. London, ENG: ITDG Publishing. (HN 49 C6 W37 2001)
- **Conflict and Communication** by Fred E. Jandt. Thousand Oaks: SAGE Publications, Inc. (HM 1126 J36 2016)
- Conflict and Consensus: A General Theory of Collective Decisions by Serge Moscovici and Willem Doise. Thousand Oaks, CA: Sage Publications. (HM 24 M62413 1994)

- **Conflict and Reconciliation: The Contribution of Religions** edited by John W. Bowker. Toronto, ON: 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, CA: Sage Publications. (HM 1126 J66 2008)
- Conflict Communication: A New Paradigm in Conscious Communication by Rory Miller. Wolfeboro, NH: YMAA Publication Center. (HM 1126 M55 2015)
- Conflict, Cooperation and Justice: Essays Inspired by the Work of Morton Deutsch by Barbara Benedict Bunker, Jeffrey Z. Rubin, and Morton Deutsch. San Francisco, CA: Jossey-Bass. (HM 216 C657 1995)
- Conflict First Aid: How to Stop Personality Clashes and Disputes from Damaging You or Your Organization by Nancy Radford. New York, NY: Business Expert Press. (HD 42 R33 2018)
- Conflict in Organizational Groups: New Directions in Theory and Practice edited by Kristin J. Behfar and Leigh L. Thompson. Evanston, IL: Northwestern University Press: Kellogg School of Management. (HD 42 C648 2007)
- **Conflict in Personal Relationships** edited by Dudley D. Cahn. Hillsdale, NJ: L. Erlbaum Associates. (BF 637 I48 C64 1994)
- Conflict, Interdependence, and Justice: The Intellectual Legacy of Morton Deutsch edited by Peter T. Coleman. New York, NY: Springer. (HM 216 C66 2011)
- Conflict Is for the Birds: Understanding Your Conflict Management Style by Gayle Wiebe Oudeh and Nabil Oudeh. Ottawa, ON: CCR International Pub. (HD 42 O93 2006)
- **Conflict Management and Conflict Resolution in Corrections** by Thomas F. Christian. Alexandria, VA: American Correctional Association. (HV 8763 C54 2013)
- Conflict Management Coaching: The CINERGY Model by Cinnie Noble. Toronto, ON: CINERGY Coaching. (BF 637 I48 N63 2012)
- Conflict Management for Juvenile Treatment Facilities: A Manual for Training and Program Implementation by Meg Holmberg and Jim Halligan. San Francisco, CA: Community Board Program. (HV 9105 C2 C653 1992)
- Conflict Management for Managers: Resolving Workplace, Client, and Policy Disputes by Susan S. Raines. San Francisco, CA: Jossey-Bass. (HD 42 R35 2013)
- Conflict Management Skills for Law Enforcement by Terri M. Geerinck and Geoff J. Stark. Toronto, ON: Prentice Hall. (HV 7936 P75 G433 2003)
- **Conflict Management: The Courage to Confront** by Richard J. Mayer. Columbus, OH: Battelle Press. (HD 42 M39 1995)

- **Conflict: Managing it Effectively** by Jim Murphy. Lanham, MD: American Correctional Association. (HV 9469 M87 1998)
- **Conflict Mastery: Questions to Guide You** by Cinnie Noble. Toronto, ON: Cinergy Coaching. (HD 42 N63 2014)
- **The Conflict Paradox: Seven Dilemmas at the Core of Disputes** by Bernard S. Mayer. San Francisco, CA: Jossey-Bass. (BF 637 I48 M387 2015)
- **Conflict Resolution.** New Westminster, BC: 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, ON: Emond Montgomery Publications. (HM 1126 E44 2005)
- Conflict, Resolution and Diversity: A Manual of Participatory Activities by Ellen J. DeBenedetti.

 Amherst, MA: 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: Negotiation, Mediation, Advocacy, Facilitation, and Restorative Justice by Allan Edward Barsky. New York, NY: Oxford University Press. (HM 751 B37 2017)
- Conflict Resolution from the Inside Out: Helping Teens Manage Conflict in the Real World by Rebecca Carman. Hawthorne, NY: 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: Mediation Tools for Everyday Worklife** by Daniel Dana. New York, NY: McGraw-Hill. (HD 42 D358 2001)
- **Conflict Resolution Syllabi Anthology 1997** by Juliana Birkhoff. Washington, DC: 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, NY: St. Martin's Press. (HD 42 C674 1993)
- **Conflict Resolution: Theory, Research, and Practice** by James A. Schellenberg. Albany, NY: 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, ON: Wiley & Sons Canada. (HM 1126 F873 2005)

- **The Conflict Resolution Training Program: Leader's Manual** by Prudence Bowman Kestner and Larry Ray. San Francisco, CA: Jossey-Bass. (HM 1126 K487 2002)
- **The Conflict Resolution Training Program: Participant's Workbook** by Prudence Bowman Kestner and Larry Ray. San Francisco, CA: 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, CA: Sage Publications. (HM 746 C66 1999)
- Consensus through Conversation: How to Achieve High-Commitment Decisions by Larry Dressler. San Francisco, CA: Berrett-Koehler Publishers. (HD 30.23 D737 2006)
- Constructive Conflict Management: Managing to Make a Difference by John Crawley. San Diego, CA: Pfeiffer & Company. (HD 42 C73 1993)
- Contemporary Conflict Resolution: The Prevention, Management and Transformation of Deadly Conflicts by Oliver Ramsbotham, Tom Woodhouse, and Hugh Miall. Malden, MA: Polity Press. (JZ 6010 R26 2016)
- Controlling the Costs of Conflict: How to Design a System for Your Organization by Karl A. Slaikeu and Ralph H. Hasson. San Francisco, CA: Jossey-Bass. (HD 42 S59 1998)
- Corporate Circles: Transforming Conflict and Building Trusting Teams by Maureen F. Fitzgerald. Vancouver, BC: 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, ON: 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, NY: 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, IL: Sourcebooks. (BF 637 I48 U773 2003)
- The Crossroads of Conflict: A Journey into the Heart of Dispute Resolution by Kenneth Cloke. Calgary, AB: 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, NY: Free Press. (HD 59.6 U6 S87 1996)
- **Dealing with Anger.** New Westminster, BC: Justice Institute of British Columbia, Centre for Conflict Resolution Training. (BF 574 A5 H645 2005) (Shelved in Course manuals section. For Library use only.)
- Designing Conflict Management Systems: A Guide to Creating Productive and Healthy
 Organizations by Cathy A. Costantino and Christina Sickles Merchant. San Francisco, CA:
 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, CA: 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, NY: Currency. (HD 30.3 I8 1999)
- **Dictionary of Conflict Resolution** compiled and edited by Douglas H. Yarn. San Francisco, CA: 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 Patton, and Sheila Heen. New York, NY: Penguin Books. (BF 637 C45 S78 2010)
- Discussing the Undiscussable: A Guide to Overcoming Defensive Routines in the Workplace by William R. Noonan. San Francisco, CA: 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, ON: Dept. of Justice, Research and Statistics Directorate. (KE 484 A4 C644 1993)
- **Dispute Resolution: A Directory of Methods, Projects and Resources.** Edmonton, AB: 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, DC: Police Executive Research Forum. (HV 7921 G545 1995)
- **Dispute Resolution in Canada: A Survey of Activities and Services.** The Network: Interaction for Conflict Resolution. Ottawa, ON: Department of Justice Canada, Research, Statistics and Evaluation Directorate. (KE 8618 D587 1995)
- **Dispute Resolution: Readings and Case Studies** by John Kleefeld ... [et al.]. Toronto, ON: Emond Montgomery Publications. (KE 8615 D57 2016)
- **The Dynamics of Conflict: A Guide to Engagement and Intervention** by Bernard Mayer. San Francisco, CA: Jossey-Bass. (BF 637 I48 M39 2012)

- Educating for a Civilization of Peace: Proceedings of the 2007 International Education for Peace Conference edited by S. Clarke-Habibi. Vancouver, BC: 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, NY: J.P. Tarcher/Perigee. (HM 136 W38 1994)
- **Eighteenth Annual Northwest Dispute Resolution Conference, April 29-30, 2011.** Seattle, WA.: Washington Law School Foundation. (KF 9084 A75 N67 2011)
- **Engaging Communication in Conflict: Systemic Practice** by Stephen W. Littlejohn and Kathy Domenici. Thousand Oaks, CA: Sage Publications. (HM 1126 L57 2001)
- **Ensuring Competence and Quality in Dispute Resolution Practice** by Robert M. Jones. Washington, DC: Society of Professionals in Dispute Resolution. (KF 9084 E573 1995)
- **Everyday Troubles: The Micro-Politics of Interpersonal Conflict** by Robert M. Emerson. Chicago, IL: The University of Chicago Press. (HM 1121 E564 2015)
- **Everyone Wins! Cooperative Games and Activities** by Josette & Ba Luvmour. Gabriola Island, BC New Society Publishers. (GV 1203 L89 2007)
- **Everything is Workable: A Zen Approach to Conflict Resolution** by Diane Musho Hamilton. Boston: Shambhala. (BQ 4570 C588 H36 2013)
- Face It: Recognizing and Conquering the Hidden Fear that Drives All Conflict at Work by Art Horn. Toronto, ON: Amacom. (HF 5548.8 H674 2004)
- **Facilitator's Guide to Participatory Decision-Making** by Sam Kaner. San Francisco, CA: John Wiley & Sons/Jossey-Bass. (HD 30.23 K275 2014) (Shelved in Course Reserves section. For Library use only.)
- **Financing Dispute Resolution** by Christopher Honeyman. Madison, WI: 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, NY: St. Martin's Press. (HM 1281 A25 2000)
- **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, MA: Public Conversations Project.
 (HM 1126 H474 2006)
- From Conflict to Connection: Transforming Difficult Conversations into Peaceful Resolutions by John Kinyon and Ike Lasater. Amherst, MA: Mediate Your Life. (BF 637 C45 K56 2015)

- From Conflict to Creativity: How Resolving Workplace Disagreements Can Inspire Innovation and Productivity by Sy Landau, Barbara Landau and Daryl Landau. San Francisco, CA...: Jossey-Bass. (HM 1126 L35 2001)
- The Function of the Police in Crisis Intervention and Conflict Management: A Training Guide by Morton Bard. Washington, DC: Dept. of Justice. (RC 489 C7 B3)
- The Functions of Social Conflict by Lewis A. Coser. Glencoe, IL: 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, CA: Jossey-Bass. (HD 42 U79 1988)
- Good Governance and Conflict Management: A Framework for Conflict Analysis and Resolution by Alex Grzybowski and Stephen Owen. Victoria, BC: 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 Peter T. Coleman, Morton Deutsch, and Eric C. Marcus. San Francisco, CA: Jossey-Bass. (HM 1126 H35 2014)
- **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)
- Have a Nice Conflict: How to Find Success and Satisfaction in the Most Unlikely Places by Tim Scudder, Michael Patterson, and Kent Mitchell. San Francisco, CA: Jossey-Bass. (HD 42 S38 2012)
- **Healing the Workplace: The RCMP Experience with Alternative Dispute Resolution** by David F. Sunahara. Ottawa, ON: Canadian Police College. (HV 7936 T8 S864 2002)
- The Heart of Conflict by Brian Muldoon. New York, NY: G.P. Putnam's. (HM 1126 M827 1996)
- **The Heart of Conflict: A Spirituality of Transformation** by Elinor D.U. Powell. Kelowna, BC: Northstone. (HM 1126 P684 2003)
- **Hidden Conflict in Organizations: Uncovering Behind-the-Scenes Disputes** by Deborah M. Kolb and Jean Bartunek. Newbury Park, CA: 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. Scottsdale, AZ: Unhooked Books. (K 126 E34 2016)
- **Hold On to Yourself: How to Stay Cool in Hot Conversations** by Judy Zehr and Julia Menard. Bloomington, IN: Baloa Press. (BF 637 C45 Z44 2016)
- Hostage At the Table: How Leaders Can Overcome Conflict, Influence Others, and Raise Performance by George Kohlrieser. San Francisco, CA: 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, PA: 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, NY: McGraw-Hill. (HM 1126 R34 2008)
- **Integral Conflict: The New Science of Conflict** by Richard J. McGuigan and Nancy Popp. Albany, NY: State University of New York Press. (HM 1126 M396 2015)
- **Interactive Conflict Resolution** by Ronald J. Fisher. Syracuse, NY: Syracuse University Press. (JZ 6045 F57 1997)
- Interpersonal Conflict by Joyce L. Hocker and William W. Wilmot. New York, NY: McGraw-Hill Education. (HM 1121 W56 2018)
- **Introduction to Type and Conflict** by Damian Killen and Danica Murphy. Palo Alto, CA: CPP, Inc. (BF 698.3 K554 2003)
- **Ironing It Out: Seven Simple Steps to Resolving Conflict** by Charles P. Lickson. Menlo Park, CA: 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, BC: 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. Santa Ana, CA: 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, CA: Jossey-Bass. (LB 2331.68 C54 2004)
- **The Journey Toward Reconciliation** by John Paul Lederach. Scottdale, 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, BC: NSP. (HM 1126 H276 2004)

- Just Conflict: Transformation through Resolution: Maps for Harnessing the Transformative Power of Conflict to Create Mutually Accountable Relationships by Mark Lee Robinson. Rhinebeck, NY: Epigraph Books. (HM 1126 R633 2009)
- Justice Institute of British Columbia Centre for Conflict Resolution Training: 1996 Participant
 Survey Results: Survey and Report prepared by Keith Wilkinson Consulting. Vancouver, BC:
 Keith Wilkinson Consulting. (HM 134 J873 1996)
- **Justice Without Law? Resolving Disputes Without Lawyers** by Jerold S. Auerbach. New York, NY: Oxford University Press. (KF 9084 A94 1983)
- **The Law of ADR in Canada: An Introductory Guide** by Duncan W. Glaholt and Markus Rotterdam. Markham, ON: LexisNexis. (KE 8615 G53 2011)
- The Leader as Martial Artist: An Introduction to Deep Democracy by Arnold Mindell. San Francisco, CA: Deep Democracy Exchange. (HM 1126 M53 2014)

 Techniques and strategies for resolving conflict and creating community.
- Leading through Conflict: How Successful Leaders Transform Differences into Opportunities by Mark Gerzon. Boston, MA: 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, ON: Maxwell Macmillan Canada. (HD 42 T583 1993)
- **Listening to Conflict: Finding Constructive Solutions to Workplace Disputes** by Eric J. Van Slyke. New York, NY: 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 Little Book of Transformative Community Conferencing: A Hopeful, Practical Approach to Dialogue by Dr. David Anderson Hooker. New York, NY: Good Books. (HN 49 C6 H655 2016)
- The Magic of Conflict: Turning a Life of Work into a Work of Art by Thomas F. Crum. New York, NY: 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, NY: St. Martin's Griffin. (BF 637 I48 L54 2003)
- **Making Conflict Work: Harnessing the Power of Disagreement** by Peter T. Coleman and Robert Ferguson. Boston, MA: Houghton Mifflin Harcourt. (HD 42 C6424 2014)
- 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.
- Managing Conflict: A Practical Guide to Resolution in the Workplace by David Liddle. New York, NY: Kogan Page Ltd. (HD 42 L53 2017)
- **Managing Conflict and Workplace Relationships** by Sandra D. Collins. Mason, ON: Thomson South-Western. (HD 42 C655 2005)
- Managing Conflict at Work: Understanding and Resolving Conflict for Productive Working Relationships by Clive Johnson and Jackie Keddy. Philadelphia, PA: Kogan Page. (HD 42 J643 2010)
- **Managing Conflict from the Inside Out** by Marc Robert. Austin, TX: Learning Concepts. (HM 132 R56 1982)
- **Managing Conflict through Communication** by Dudley D. Cahn and Ruth Anna Abigail. Boston, MA: Pearson. (BF 637 I48 L85 2014)
- Managing Conflict with Direct Reports by Barbara Popejoy and Brenda J. McManigle. Greensboro, NC: Center for Creative Leadership. (HD 42 P66 2002)
- Managing Differences: A Guide to Proactive Management Skills by Geri McArdle. Menlo Park, CA: Crisp Publications. (HD 42 M127 1995)
- Managing Public Disputes: A Practical Guide for Government, Business, and Citizens' Groups by Susan L. Carpenter and W.J.D. Kennedy. San Francisco, CA: 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)
- Mastering the Conflict Game: Getting Ahead by Exploring the Hidden Life of Organizations by Ghislaine Guérard. Cowansville, QC: Éditions Y. Blais. (HD 42 G83 2008)
- Mediation and Conflict Resolution in Social Work and the Human Services by Edward Kruk. Chicago, IL: Nelson-Hall. (HV 41 M388 1997)
- A Miscellany of Disputes by Derek Roebuck. Oxford, ENG: 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, CA: Sage Publications. (BF 637 I48 P43 1997)
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GENERAL AUDIO CDs

Difficult Conversations: How to Discuss What Matters Most by Douglas Stone, Bruce Patton, and Sheila Heen. New York, NY: 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.

GENERAL DVDs

D1421 Acting Together on the World Stage: Performance and the Creative Transformation of Conflict (DVD, 195 minutes)

A collaboration between Peacebuilding and the Arts at Brandeis University and Theater Without Borders, presenting performances enacted to transform conflicts in zones of violence and oppression around the world. (New Village Press) (PN 2051 A28 2011)

D335 **Between You and Me: Solving Conflict in the Public Sector** (DVD, 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. (RG Training) (HF 5386.5 B488 1995)

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)

D2046 Conflict Resolution: The Skill that Makes the Difference (DVD, 17 minutes)

Helps participants become better managers of conflict so that they can build productive relationships in the workplace. Explains strategies for conflict resolution. Participants have an opportunity to learn and practice their conflict resolution skills in a variety of different ways. (Owen-Stewart Performance Resources) (HD 42 C66 2005)

D1545 Conflicts in the Workplace: Sources & Solutions (DVD, 17 minutes)

There will always be conflict in the workplace. The secret is learning to manage it successfully. This program acknowledges common sources of workplace conflicts, and then explains specific techniques for resolving them. (RG Training Resources) (HD 42 C68 2010)

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)

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)

D798 From "No" to "Yes": The Constructive Route to Agreement (DVD, 27 minutes)

Demonstrates three skills in the art of persuasion: listening actively, explaining your own feelings, and handling ideas creatively. (Video Arts) (HD 42 F765 1988)

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)

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)

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)

D2032 Supervisor on the Scene. Conflict Resolution (DVD, 12 minutes)

Prepares supervisors to play a big role in conflict resolution by recognizing, managing, and resolving conflicts through collaboration and compromise. (RG Training) (HD 42 S86 2013)

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)

ARBITRATION - BOOKS

Developing an Effective Alcohol and Drug Policy in a Police Force: Issues of Prevalence,
Discipline, Human Rights, and Arbitration Trends by J. Dietrich. Ottawa, ON: RCMP Health
Directorate. (HV 7936 P47 D538 1987)

Mediation-Arbitration and Vancouver Police Negotiations: 1945-1975 by E. G. Fisher and Henry Starek. Vancouver, BC: 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, BC: BC Police Commission. (HV 7936 C75 F58 1977)

Report on Arbitration. Vancouver, BC: Law Reform Commission of British Columbia. (KEB 567.6 A72 L38 1982)

ARBITRATION - DVDs

D019 Hearing Both Sides: Formal and Expedited Adjudication at the Public Service Staff Relations Roard (DVD, 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)

CONFLICT and CULTURE - BOOKS

- **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, BC: Conflict Resolution, Arts and iNtercultural Experience. (HM 1121 A783 2005)
- **Barnga: A Simulation Game on Cultural Clashes** by Sivasailam Thiagarajan. Boston, MA: Intercultural Press. (GN 345.6 T48 2006)
- Beyond Prescription: New Lenses for Conflict Resolution Training Across Cultures by John Paul Lederach. Waterloo, ON: 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, CA: Jossey-Bass. (HM 1121 L423 2003)
- Conflict Analysis & Resolution as Education: Culturally Sensitive Processes for Conflict Resolution by Michelle LeBaron Duryea. Victoria, BC: UVic Institute for Dispute Resolution. (HM 132 D878 1994)
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- Conflict and Culture: Research in Five Communities in Vancouver, British Columbia by Michelle LeBaron Duryea and J. Bruce Grundison. Victoria, BC: UVic Institute for Dispute Resolution. (KE 8615 D878 1993)
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- Conflict Resolution Across Cultures: From Talking It Out to Third Party Mediation by Selma Myers and Barbara Filner. Amherst, MA: Amherst Educational Publishing. (HM 258 M947 1997)
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- Construction and Validation of a Conflict Management Inventory: A Cross-Culturally Oriented Measure of Conflict Management Style by Susan Goldstein. Manoa, HI: University of Hawaii at Manoa. (HM 299 G644 1990)
- **Cultural Contestation in Ethnic Conflict** by Marc Howard Ross. New York, NY: Cambridge University Press. (HM 1121 R66 2007)
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- **Culture & Conflict Resolution** by Kevin Avruch. Washington, DC: United States Institute of Peace Press. (HM 136 A93 1998)
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- **Disentangling: Conflict Discourse in Pacific Societies** by Karen Ann Watson-Gegeo, Geoffrey M. White and Andrew Arno. Stanford, CA: Stanford University Press. (GN 663 D57 1990)
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- Facing Racial and Cultural Conflict: Tools for Rebuilding Community by Lester P. Schoene and Marcelle E. DuPraw. Washington, DC: 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, CA: Jossey-Bass. (JZ 6374 H36 2002)
- **The Handbook of Negotiation and Culture** edited by Michele J. Gelfand and Jeanne M. Brett. Stanford, CA: Stanford Business Books. (BF 637 N4 H365 2004)
- Intercultural Dispute Resolution in Aboriginal Contexts edited by Catherine Bell and David Kahane. Vancouver, BC: UBC Press. (K 2390 I574 2004)

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JOURNALS

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- **Journal of Dispute Resolution** (University of Missouri-Columbia School of Law in conjunction with the Center for the Study of Dispute Resolution)
- **Negotiation and Conflict Management Research** (International Association for Conflict Management) (Current issues available online only)

Negotiation Journal

Resolutions Newsletter (Centre for Dispute Resolution, London, England) (Current issues available online only)

Other related bibliographies:

- Conflict in Schools
- Mediation
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