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CONFLICT RESOLUTION

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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)

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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)

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Are We Done Fighting? Building Understanding in a World of Hate and Division by Matthew Legge. Gabriola Island, BC: New Society Publishers. (HM 1126 L444 2019)

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)

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Bridging Troubled Waters: Conflict Resolution from the Heart by Michelle LeBaron. San Francisco, CA: Jossey-Bass. (HM 1126 L4 2002)

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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)

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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)

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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)

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Choices in Approaching Conflict: Principles and Practice of Dispute Resolution by Charles Ewert ... [et al.]. Toronto, ON: Emond. (HM 1126 E94 2019)

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)

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

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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)

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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)

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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)

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)

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)

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

Other related bibliographies:

- Conflict in Schools
- Mediation
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