

5 Approaches To Conflict Resolution

This book addresses an important topic - Conflict, mediation and dialogue. Conflicts are a part of life. Although many people assume conflicts are negative and, therefore, should be avoided, conflict is truly neutral. The engagement in conflict is what can be constructive or destructive. There are many positive outcomes experienced when a conflict is well managed, hence the critical role of this book. For instance, most change is driven by some level of conflict. You must learn, grow and develop effective conflict management skills as a way to manage change. Thus, the conflicts we deal with in our personal lives and in the workplace are essential to our development and our organizations' healthy development. However, if managed poorly, some conflicts can escalate to the point that they can destroy individuals or organizations. As illustrated in this book, the key to managing conflicts is to understand conflicts; expect conflicts, and manage conflicts before they escalate into destructive or costly loss of personnel, diminished climate or lead to lawsuits. The book provides one of the growing and recognized methods of dealing with conflicts - mediation and dialogue. The contents of this book reflect areas of importance addressed in mediation training: alternative dispute resolution practices, conflict management intervention options, models of thinking about conflict, the mediation format, and the skill set needed by a strong conflict management and mediator. Readers are challenged to reflect upon their biases and beliefs that may negatively impact the mediation process. Here is a completely updated edition of the best-selling Resolving Conflicts at Work. This definitive and comprehensive work provides a handy guide for resolving conflicts, miscommunications, and misunderstandings at work and outlines the authors' eight strategies that show how the inevitable disputes and divisions in the workplace actually provide an opportunity for greater creativity, productivity, enhanced morale, and personal growth. This new edition includes current case studies that put the focus on leadership, management, and how organizations can design systems to change a culture of avoidance into a culture of creative conflict. The result is a more practical book for today's companies and the people who work in them.

Disputes between peers as well as between supervisors-subordinates happen numerous times a week in the corporate environment. Although the win-win concept is the ideal orientation, the notion that there can only be one winner is constantly being reinforced in some cultures. This kind of mentality can be destructive when communicating with different cultural groups by creating barriers in negotiation, resolution, and compromise; it can also lead the "loser" to feel mediocre. When the win-win orientation is absent in negotiation, different responses to conflict may be observed. Strategic Approaches for Conflict Resolution in Organizations: Emerging Research and Opportunities provides emerging research on approaches for conflict resolution in organizations whereby it is possible to establish congenial ambiances in different organizations, leading to better outcomes and performance. Featuring coverage on a broad range of topics such as organizational change, leaderships roles, and organizational change, this book is ideally designed for managers, human resources officials, executives, researchers, scholars, professors, industry professionals, and students interested in the current research behind the reduction, elimination, and termination of all forms of organizational conflict.

Conflict Management and Resolution provides students with an overview of the main theories of conflict management and conflict resolution, and will equip them to respond to the complex phenomena of international conflict. The book covers these four key concepts in detail: negotiation mediation facilitation reconciliation. It examines how to prevent, manage and eventually resolve various types of conflict that originate from inter-state and inter-group competition, and expands the existing scope of conflict management and resolution theories by examining emerging theories on the identity, power and structural dimensions of adversarial relationships. The volume is designed to enhance our understanding of effective response strategies to conflict in multiple social settings as well as violent struggles, and utilizes numerous case studies, both past and current. These include the Iranian and North Korean nuclear weapons programmes, the war in Lebanon, the Arab-Israeli conflict, civil wars in Africa, and ethnic conflicts in Europe and Asia. This book will be essential reading for all students of conflict management and resolution, mediation, peacekeeping, peace and conflict studies and International Relations in general. Ho-Won Jeong is Professor of Conflict Analysis and Resolution, George Mason University, USA. He has published nine books in the field of international relations, peace and conflict studies. He is also a senior editor of the International Journal of Peace Studies.

Eight Strategies for Everyone on the Job

Introduction to Type and Conflict

Theory, Research, and Practice

Mediation, Negotiation and Settlement of Political Disputes

Models and Maps for Analyzing, Diagnosing, and Resolving Conflict

Peacekeeping and Conflict Resolution

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Make workplace conflict resolution a game that EVERYBODY wins! Recent studies show that typical managers devote more than a quarter of their time to resolving coworker disputes. The Big Book of Conflict-Resolution Games offers a wealth of activities and exercises for groups of any size that let you manage your business (instead of managing personalities). Part of the acclaimed, bestselling Big Books series, this guide offers step-by-step directions and customizable tools that empower you to heal rifts arising from ineffective communication, cultural/personality clashes, and other specific problem areas-before they affect your organization's bottom line. Let The Big Book of Conflict-Resolution Games help you to: Build trust Foster morale Improve processes Overcome diversity issues And more Dozens of physical and verbal activities help create a safe environment for teams to explore several common forms of conflict-and their resolution. Inexpensive, easy-to-implement, and proved effective at Fortune 500 corporations and mom-and-pop businesses alike, the exercises in The Big Book of Conflict-Resolution Games delivers everything you need to make your workplace more efficient, effective, and engaged.

This empowering guide goes beyond observable techniques to offer a close look at the creative internal processes--both cognitive and psychological--that successful mediators and other conflict resolvers draw upon.

Developed for educators, juvenile justice practitioners, and others in youth-serving organizations to heighten awareness of conflict resolution education and its potential to help settle disputes peacefully in a variety of settings. The guide provides background information on conflict resolution education; an overview of four widely used, promising, and effective approaches; and guidance on how to initiate and implement conflict resolution education programs in various settings. Includes curriculum resources, reading list, glossary and assessment forms. Charts and tables.

This book examines how new empirical approaches to mediation can shed fresh light on the effectiveness of different patterns of conflict management, and offers guidelines on the process of international mediation. International conflict mediation has become one of, if not the most prominent and important conflict resolution methods of the early 21st century. This book argues that traditional approaches to mediation have been inadequate, and that in order to really understand how the process of international mediation works, studies need to operate within an explicit theoretical framework, adopt systematic empirical approaches and use a diversity of methods to identify critical interactions, contexts and relationships. This volume captures recent important changes in the field of international conflict mediation, and includes essays by leading scholars on a variety of critical aspects of conflict management, using state of the art analytical tools and up to date data. This book will of great interest to scholars of peace and conflict studies, methods in social science, and of International Relations in general.

Conflict Resolution Education

Conflict Management Guidebook

The Dynamics of Conflict Resolution

Conflict Resolution

International Conflict Mediation

How To Manage Conflict in the Organization, Second Edition

Resolving Conflicts at Work

Broadly defining "conflict resolution", James A. Schellenberg gives systematic coverage to five main ways people may try to resolve their conflicts: coercion, negotiation, adjudication, mediation, and arbitration. The main theories of conflict, both classic and contemporary, are reviewed under four main categories: individual characteristics theories, social process theories, social structural theories, Leading Minds and Landmark Ideas In An Easily Accessible Format From the preeminent thinkers whose work has defined an entire field to the rising stars who will redefine the way we think about business, The Harvard Business Review Paperback Series delivers the fundamental information today's professionals need to stay competitive in a fast-moving world. Managers at every level, and in every industry, need to understand the dynamics of conflict resolution, and how to manage conflict in their organizations. Harvard Business Review on Negotiation and Conflict Resolution offers a selection of the best thinking on negotiation practice and managing conflict in organizational settings. A Harvard Business Review Paperback.

""This book examines emerging approaches for conflict resolution in organizations"--Provided by publisher"--

The art of negotiation—from one of the country's most eminent practitioners and the Chair of the Harvard Law School's Program on Negotiation. One of the country's most eminent practitioners of the art and science of negotiation offers practical advice for the most challenging conflicts—when you are facing an adversary you don't trust, who may harm you, or who you may even feel is evil. This book provides a clear, step-by-step guide to resolving conflicts and offers practical advice on how to handle the most challenging conflicts.

Handling Conflict

Emerging Research and Opportunities

Harvard Business Review on Negotiation and Conflict Resolution

Conflict Resolution - Volume II

Conflict Resolution for the Helping Professions

Conflict Resolution - Volume I

Social Work Approaches to Conflict Resolution helps readers understand the nature and causes of conflict and offers suggestions for coping with conflict effectively. It is based on two assumptions: that conflict is a basic part of the life of normal human beings, groups, organizations, communities, and nations, and that resolving conflict is part of the ongoing interventions of all social workers. A practical text for theory-practicum courses for MSW and doctoral students, it is filled with information also useful to therapists, group workers, community workers, administrators, scholars in the social sciences, practitioners in other helping professions, and trainers in the emerging field of conflict resolution itself. Deliberately linking conflict resolution and systems analysis, Social Work Approaches to Conflict Resolution tackles a number of related themes to help you see the connections between topics not normally presented together in social work literature. You 'll see how unmet needs may cause conflict to evolve and escalate and learn about the connections between strongly held feelings and the destructive relations that have developed between diverse ethnic peoples in many parts of our planet. Author Benyamin Chetkow-Yanoov draws on his own background of being a minority as well as his experience in Arab-Jewish reconciliation in Israel as he offers readers thorough explanations of: a systems model for analyzing conflict problem-solving versus resolving conflict how value clashes and victimization are some of the basic causes of conflict escalation 9 professional roles required for resolving conflicts the effectiveness of volunteers in conflict resolution teaching conflict resolution skills to various audiences trends in the evolution of voluntary conflict resolution efforts You can apply much of what you learn in Social Work Approaches to Conflict Resolution not only to your professional life but also to your personal relationships and experiences. Also, since victimized people and groups are major contributors to the perpetuation and escalation of conflict, the book suggests 10 steps for helping victims free themselves from repeated conflict-generating behaviors.

"The book will be of interest to students of conflict and peace studies, both advanced undergraduate and postgraduate, as well as students of International Relations studying conflict resolution."--Jacket.

In the past, arbitration, direct bargaining, the use of intermediaries, and deference to international institutions were relatively successful tools for managing interstate conflict. In the face of terrorism, intrastate wars, and the multitude of other threats in the post-Cold War era, however, the conflict resolution tool kit must include preventive diplomacy, humanitarian intervention, regional task-sharing, and truth commissions. Here, Jacob Bercovitch and Richard Jackson, two internationally recognized experts, systematically examine each one of these conflict resolution tools and describe how it works and in what conflict situations it is most likely to be effective. Conflict Resolution in the Twenty-first Century is not only an essential introduction for students and scholars, it is a must-have guide for the men and women entrusted with creating stability and security in our changing world. Cover illustration © iStockphoto.com

This exciting and innovative new textbook takes a multi-perspective approach to the study of conflict management in divided societies. Offering a wide range of perspectives from the leading experts in the field, the work explains conflict management from the viewpoint of the political scientist, the constitutional architect, the activist, and the NGO. It examines the philosophies underpinning constitutional design, the actors and processes involved, and the practicalities of the settlement process, combining conceptual and theoretical contributions with empirical case studies. In so doing, it provides a comprehensive global introduction to the study of conflict management in divided societies. Features & benefits of the textbook: Clearly explains the theories underpinning constitutional design including power sharing/liberal consociationalism, centripetalism, power dividing, and territorial solutions Surveys the key actors and processes involved in designing and implementing peace including the evolution of diplomacy in peace-making, and separate chapters about crafting solutions for divided societies from the perspectives of NGOs, the UN, EU and AU Explores the realities on the ground with chapters written by activists and practitioners which draw on their experience of working in conflict zones Written in a clear and engaging style, this work is essential reading for all students of conflict resolution.

New Approaches and Findings

A Guide to Implementing Programs in Schools, Youth-serving Organizations, and Community and Juvenile Justice Settings : Program Report

Conflict Management in the Workplace

Alternative Approaches in Conflict Resolution

A Practitioner's Guide

The Oxford Handbook of Conflict Management in Organizations

Strategic Approaches for Conflict Resolution in Organizations: Emerging Research and Opportunities

Conflict resolution theory has become relevant to the various challenges faced by the United Nations peacekeeping forces as efforts are made to learn from the traumatic and devastating impact of the many civil wars that have erupted in the 1990s. This work analyzes the theory.

An innovator in contemporary thought on economic and political development looks here at decline rather than growth. Albert O. Hirschman makes a basic distinction between alternative ways of reacting to deterioration in business firms and, in general, to dissatisfaction with organizations: one, "exit," is for the member to quit the organization or for the customer to switch to the competing product, and the other, "voice," is for members or customers to agitate and exert influence for change "from within." The efficiency of the competitive mechanism, with its total reliance on exit, is questioned for certain important situations. As exit often undercuts voice while being unable to counteract decline, loyalty is seen in the function of retarding exit and of permitting voice to play its proper role. The interplay of the three concepts turns out to illuminate a wide range of economic, social, and political phenomena. As the author states in the preface, "having found my own unifying way of looking at issues as diverse as competition and the two-party system, divorce and the American character, black power and the failure of 'unhappy' top officials to resign over Vietnam, I decided to let myself go a little."

This book examines Arab approaches to mediation, negotiation and settlement of political disputes. This book proposes that two clusters of independent variables are potentially responsible for the distinctive nature of Arab conflict resolution. Firstly, those linked with Arab political regimes and imperatives, and secondly those linked with Arab and /or Islamic culture. The text also focuses on the Arab League and its history of involvement in crisis and conflict situations, along with the roles of individual leaders, emissaries and extra-regional actors such as IGOs (Inter-Governmental Organisations) in undertaking mediation initiatives. IGO and Arab League activity has taken on new importance since the various intervention attempts in connection with the 'Arab Spring' since 2011. During the negotiation process, most Arab regimes tend to view conflicts within a broad historical context and Islamic culture prioritises the cohesion of the community and internal stability of the state over individual autonomy. This has created an authoritarian style of leadership, and in practice, leaders in the Middle East have had near absolute authority in the decision-making process—a fact which will have a lot of weight in conflict management and whether peace will endure for a long period of time. This book is unique in studying these clusters through comparative systematic case study analysis of events prior to and subsequent to the 'Arab Spring', augmented by a quantitative analysis of sample data on Arab disputes, compiled from a larger and newly augmented study comprising the years 1945-2000. Complementary data from the Uppsala Conflict Data Program's (UCDP) data base of armed conflicts since 1975 is also utilized. This book will be of much interest to students of conflict resolution, peace and conflict studies, Middle Eastern politics and IR in general.

This book enhances the reader's opportunity for career success by targeting fundamental skills. Handling Conflict will provide foundations for effectively dealing with criticism and aggression in the workplace. Covering topics such as avoiding conflict, channeling anger and giving/receiving criticism, this is the perfect tool for the experienced professional, those re-entering the workforce and those beginning their careers.

Culture and International Conflict Resolution

The European Union's Approach to Conflict Resolution

How to Manage Disagreements and Develop Trust and Understanding

Bargaining with the Devil

Loosening the Grip of Conflict

A Critical Analysis of the Work of John Burton

Strategic Approaches for Conflict Resolution in Organizations

Understanding Conflict Resolution is a comprehensive introduction to the study of peace and conflict studies. It explores both the historical roots of the study of conflict management, as well as the contemporary settings and the tools available to states, regional and global organizations where these core ideas apply.

Drawing on cutting-edge research and examples from around the world, the fifth edition includes: Three new chapters on the key threats and hopes emerging post-2010: one-sided violence, including genocide and terrorism;gendering international affairs; and climate challenges stemming from global warming and the danger of nuclear war Brand new case studies focusing on contemporary events and issues: ISIS; Brexit; Nuclear Arms Race; Refugees as a weapon of war. Learning features such as graphs, data sets, a glossary, annotated further reading lists, and access to a companion website full of online resources. This is an essential text for all students, lecturers and researchers of peace and conflict resolution in international relations, global politics and political science.

Drawing on recent international developments in criminal justice, Restorative Approaches to Conflict in Schools highlights the long-term ineffectiveness of punitive models of discipline in education contexts and examines an alternative approach, underpinned by the principles of restorative justice. This approach provides an opportunity for adults and young people to engage with a range of processes such as group conferencing and peer mediation, whereby: conflict and harm are confronted and repaired; a future rather than past orientation is developed; relationships are built upon the values and attitudes of respect, inclusion and equality; pupils learn inter-personal and problem solving skills as well as social responsibility; staff develop skills and confidence in working restoratively; the risk of future/repeat problems is minimised; and a positive school ethos is developed. These approaches have proven to be highly effective in criminal justice systems around the world, and are beginning to be applied more widely in educational contexts. This edited volume draws together for the first time contributions from an interdisciplinary field of international experts and practitioners on the subject, and offers both critique and guidance in order that the implementation of restorative approaches in schools may be undertaken thoughtfully and sustainably. This exciting new text will be a key reference book for locating contemporary, international and inter-disciplinary debate in the field.

This edited volume brings together alternative and innovative approaches in conflict resolution. With traditional military intervention repeatedly leading to the transformation of entire regions into zones of instability and violence (Afghanistan, Iraq, Libya, Syria), the study of alternative and less violent approaches to conflict resolution has become imperative. Four approaches are presented here: negotiation, religion and gender, reconciliation and forgiveness, and the arts. This volume contains the insights and experiences of fourteen internationally renowned scholars and practitioners from different contexts. Can forgiveness help heal relationships in post-apartheid South Africa? How can art assist dealing with ‘unrememberable’ events such as the genocide in Rwanda? What transformational resources do women offer in contexts of massive human rights violations? The aim here is twofold: to provide and encourage critical reflection of the approaches presented here and to explore concrete improvements in conflict resolution strategies. In its interdisciplinary and international outlook, this work combines the tried-and-tested approaches from conflict resolution experts in academia, NGOs and civil society, making it an invaluable tool for academics and practitioners alike. This major Handbook comprises cutting-edge essays from leading scholars in the field of Conflict Analysis and Resolution (CAR). The volume provides a comprehensive overview of the core concepts, theories, approaches, processes, and intervention designs in the field. The central theme is the value of multidisciplinary approaches to the analysis and resolution of conflicts. This consists of moving from the study of analytical approaches to understanding the deep-rooted causes of conflict, to third-party intervention approaches to preventing or ending violence, and to resolving and transforming conflict. The book is divided into four main parts: Part I: Core Concepts and Theories Part II: Core Approaches Part III: Core Practices Part IV: Alternative Voices and Complex Intervention Designs The Handbook of Conflict Analysis and Resolution is a benchmark publication with major importance both for current research and for the future of the field. It will be essential reading for all students of conflict resolution, peace and conflict studies, and International Relations in general, as well as to practitioners in the field.

Practicing Narrative Mediation

Arab Approaches to Conflict Resolution

Understanding Conflict Resolution

Gestión de conflictos

Transformation or Regulation in the Western Balkans?

Exit, Voice, and Loyalty

Collaborative Approaches to Resolving Conflict

Annotation REVIEWS: One of the best books I have read on conflict resolution in my 30+ years in the field. Office of Mediation, The World Bank ... contains great ideas, simply explained. Dr Pam Spurr, Psychologist and Life Coach, LBC Radio Offers many tried and trusted approaches to ensure that conflicts are managed so that they are positive and creative rather than a process of disintegration. Sir John Harvey-Jones AUTHOR BIOG: Shay and Margaret McConnon are co-founders of People First, an international training and consultancy group that runs courses on 'Winning Relationships in the Workplace'. They work with leading companies in Europe and the USA. CONTENTS: About the authors Preface Introduction 1. How the view explains our differences 2. Differences in personality types 3. Fight the difference or celebrate it? 4. Are you building a bridge or a barrier? 5. Understand and manage your feelings 6. Develop your skills and increase your choices 7. Four steps to resolution 8. Preventing conflict Appendices Appendices Bibliography Index Conflicty resolution workshop.

Conflict is going to be a part of your life—as long as you have relationships, a job, or dry cleaning to be picked up. Bracing yourself against it won’t make it go away, but if you approach it consciously, you can navigate it in way that not only honors everyone involved but makes it a source of deep insight as well. Seasoned mediator Diane Hamilton provides the skill set you need to engage conflict with wisdom and compassion, and even—sometimes—to be grateful for it. She teaches us how to: • Cultivate the mirror-like quality of attention as your base • Identify three personal conflict styles and determine which ones you fall into • Recognize the three fundamental perspectives in any conflict situation and learn to inhabit each of them • Turn conflicts in families, at work, and in every kind of interpersonal situation into win-win situations Her unique approach unites Zen wisdom and Integral Spirituality with her own story and her experiences as a professional mediator in a way that shows you how to look at conflict in a new way: as an essentially spiritual practice.

New ways of managing conflict are increasingly important features of work and employment in organizations. In the book the world’s leading scholars in the field examine a range of innovative alternative dispute resolution (ADR) practices, drawing on international research and scholarship and covering both case studies of major exemplars and developments in countries in different parts of the global economy. This Handbook gives a comprehensive overview of thisgrowing field, which has seen an explosion of programmes of study in university business and law schools and in executive education programmes.

PRACTICING NARRATIVE MEDIATION WHEN IT WAS published in 2000, John Winslade and Gerald Monk’s groundbreaking book Narrative Mediation quickly became the classic work on the theory of narrative technique in mediation. Practicing Narrative Mediation is the next-step resource that explores the explosive development of narrative practice that has taken place in the past ten years. Practicing Narrative Mediation provides mediation practitioners with practical narrative approaches that can be applied to a wide variety of conflict resolution situations. Written by John Winslade and Gerald Monk—leaders in the narrative therapy movement—the book contains suggestions and illustrative examples for applying the proven narrative technique when working with restorative conferencing and mediation in organizations, schools, health care, divorce cases, employer and employee problems, and civil and international conflicts. Practicing Narrative Mediation also explores the most recent research available on discursive positioning and exposes the influence of the moment-to-moment factors that are playing out in conflict situations. The authors include new concepts derived from narrative family work such as “absent but implicit,” “double listening,” and “outsider-witness practices.” Practicing Narrative Mediation will help both family and community mediators hone their skills to make sense from and generate meaning within the conflicts they encounter.

Conflict Management and Resolution

Theories and Practice

Making Fighting Obsolete

Everything Is Workable

Social Work Approaches to Conflict Resolution

A Zen Approach to Conflict Resolution

Restorative Approaches to Conflict in Schools

In real-life conflict resolution situations, one size does not fit all. Just as a mechanic does not fix every car with the same tool, the conflict resolution practitioner cannot hope to resolve every dispute using the same technique. Practitioners need to be comfortable with a wide variety of tools to diagnose different problems, in vastly different circumstances, with different people, and resolve these conflicts effectively. The Conflict Resolution Toolbox gives you all the tools you need: eight different models for dealing with the many conflict situations you encounter in your practice. This book bridges the gap between theory and practice and goes beyond just one single model to present a complete toolbox - a range of models that can be used to analyze, diagnose, and resolve conflict in any situation. It shows mediators, negotiators, managers, and anyone needing to resolve conflict how to simply and effectively understand and assess the situations of conflict they face. And it goes a step further, offering specific, practical guidance on how to intervene to resolve the conflict successfully. Each model provides a different and potentially useful angle on the problem, and includes worksheets and a step-by-step process to guide the reader in applying the tools. Offers eight models to help you understand the root causes of any conflict. Explains each model's focus, what kind of situations it can be useful in and, most importantly, what interventions are likely to help. Provides you with clear direction on what specific actions to choose to resolve a particular type of conflict effectively. Features a detailed case study throughout the book, to which each model is applied. Additional examples and case studies unique to each chapter give the reader a further chance to see the models in action. Includes practical tools and worksheets that you can use in working with these models in your practice. The Conflict Resolution Toolbox equips any practitioner to resolve a wide range of conflicts. Mediators, negotiators, lawyers, managers and supervisors, insurance adjusters, social workers, human resource and labour relations specialists, and others will have all the tools they need for successful conflict resolution.

This book investigates and explains the European Union’s approach to conflict resolution in three countries of the Western Balkans: Bosnia and Herzegovina, Macedonia and Kosovo. In doing so, it critically interrogates claims that the EU acts as an agent of conflict transformation in its engagement with conflict-affected states. The book argues, contrary to the assumptions of much of the existing literature, that rather than seeking the transformation of conflicts, the EU pursues a more conservative strategy based on the regulation of conflict through the promotion of institutional mechanisms such as consociational power sharing and decentralisation. Drawing on discourse analysis of documents, speeches, and interviews conducted by the author with European Union officials and policy-makers in Brussels and the case-study countries, the book offers a theoretically grounded, methodologically rigorous and empirically detailed analysis of EU policy preferences, of the ideas that underpin them, and of how those preferences are legitimised. This book will be of key interest to scholars, students and practitioners interested in ethnic conflict and conflict resolution, the politics of the Balkans, and the external and foreign policies of the EU.

Revised edition of Conflict resolution for the helping professions, 2007.

If you’ve ever wondered how best to approach a conflict, Collaborative Approaches to Resolving Conflict will help you choose the right method for your problem. Using the same tool for different kinds of conflict often leaves us feeling stuck and frustrated. Authors Myra Warren Isenhart and Michael L. Spangle explain the major approaches to managing disputes at home, in the workplace or school, within communities, or in the international arena. The reader will find that each approach is illustrated with recent examples of what can go wrong and how to respond most appropriately.

Handbook of Conflict Analysis and Resolution

Conflict Resolution in the Twenty-first Century

When to Negotiate, When to Fight

Principles, Methods, and Approaches

Conflict Management and Dialogue in Higher Education

The Conflict Resolution Toolbox

The Big Book of Conflict Resolution Games: Quick, Effective Activities to Improve Communication, Trust and Collaboration

Conflict can exist in many places and at many levels in an organization. This 48-page booklet is a must-have for practitioners looking for a conflict management model that works with type. It includes comprehensive summaries of how the 16 types contribute positively to conflict situations, what they need from others, what their blind spots are, how others perceive them, how they look under stress, what generates conflict for them, and areas for development. The booklet also offers tips on how to better approach conflict situations, communication strategies, and ways to resolve conflict in work situations.

Conflict Resolution is a component of Encyclopedia of Institutional and Infrastructural Resources in the global Encyclopedia of Life Support Systems (EOLSS), which is an integrated compendium of twenty one Encyclopedias. The Theme on Conflict Resolution deals with conflict which is an integral component in the utilization and management of all life support systems. These volumes give a comprehensive review on Conflict Domains: Warfare, Internal Conflicts, and the Search for Negotiated or Mediated Resolutions; Analysis methods of conflict and its resolution; Approaches to Conflict ;Resolution; Formal Models for Conflict Resolution and Case Studies. These two volumes are aimed at the following five major target audiences: University and College students Educators, Professional practitioners, Research personnel and Policy analysts, managers, and decision makers and NGOs.

Handling ConflictSouth-Western Pub

Conflict Management in Divided Societies

Interdisciplinary perspectives on whole school approaches to managing relationships

Responses to Decline in Firms, Organizations, and States

An Introduction

Negotiation, Mediation, Advocacy, Facilitation, and Restorative Justice

A Global Perspective (2nd Edition)